

# Lead Process Assistant

## ROBERT SMITH

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### Objective

Seeking a position where extensive computer skills will be utilized. Also, to grow along with the company and develop better strategies toward a more efficient way of analytics.

### Skills

Process Improvement, Production Management, Personnel Development.

### Work Experience

#### Lead Process Assistant

**ABC Corporation** - August 2013 - April 2014

- Assisted with signage, dock layout, handoff standards, and standard work checklists.
- Partnered with Area Manager to develop a staffing calculator tool to ensure appropriate headcount.
- Responsible for ensuring the accuracy of Time on Task and that all Associates are Labor Tracked appropriately.
- Utilized the Warehouse Management System on a daily basis to ensure CPTs (Truck Departures) are met.
- Coordinate with Ship Clerks to order trucks based upon forecasted package volume and current package count.
- Responsible for multiple operational changes that removed barriers from Associates.
- Ensure consistency and monitor associate performance for the department.

#### Process Assistant

**ABC Corporation** - 2009 - 2013

- Answer calls and emails in a professional and courteous manner.
- Recognize issues with training and implement training plans to address the issues.
- Complete presentations for the client relating to process changes and gaps.
- Assisted in creating and implementing new processes.
- Assist team leads in managing call queues.
- Manage headcount reports..
- This is Dummy Description data, Replace with job description relevant to your current role.

### Education

Bachelors of Science in Criminal Justice Administration - (Middle Tennessee State University - Murfreesboro, TN)