



BENJAMIN LEE

Scheduling Supervisor

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PROFESSIONAL SUMMARY

Accomplished Scheduling Supervisor with 5 years of experience in optimizing scheduling operations and enhancing team performance. Expert in resource allocation, compliance management, and workflow efficiency. Proven ability to lead scheduling teams, implement process improvements, and deliver exceptional service. Dedicated to achieving organizational objectives through strategic scheduling initiatives.

WORK EXPERIENCE

Scheduling Supervisor Apr / 2021-Ongoing
Maple Leaf Consulting Toronto, ON

- Managed scheduling operations, ensuring optimal staff coverage and resource allocation.
- Developed and implemented efficient scheduling processes to enhance operational productivity.
- Supervised a team of schedulers, providing training and guidance to improve performance.
- Monitored compliance with scheduling policies and procedures, ensuring adherence across the team.
- Collaborated with departments to assess scheduling needs and adjust resources accordingly.
- Utilized scheduling software to streamline operations and improve accuracy in staff assignments.
- Addressed scheduling conflicts and resolved issues promptly to maintain service quality.

Scheduling Supervisor Apr / 2020-Apr / 2021
Crescent Moon Design Portland, OR

- Oversaw daily operations within the Scheduling Department, managing a team of 18 schedulers.
- Conducted performance evaluations and provided feedback to enhance team accountability.
- Coordinated complex scheduling requirements for various departments, optimizing resource allocation.
- Analyzed scheduling metrics to identify areas for improvement and implement corrective actions.
- Trained staff on best practices for scheduling and compliance management.
- Facilitated communication between teams to ensure seamless scheduling operations.

EDUCATION

Bachelor of Science in Business Administration Apr / 2019 - Apr / 2020
State University Toronto, ON

Focused on management and operations with coursework in scheduling and resource management.

SKILLS



INTERESTS

- Podcasts Language Learning
Dancing Cycling

STRENGTHS

- Intuition Leadership
Listening Mentorship

LANGUAGES



ACHIEVEMENTS

- Reduced scheduling conflicts by 30% through improved resource allocation strategies.
- Increased team productivity by 25% by implementing a new scheduling software.