

JACKSON TURNER

Team Supervisor

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PROFESSIONAL SUMMARY

Results-focused Team Supervisor with 7 years of experience in driving team excellence in fast-paced environments. Skilled in optimizing performance through strategic coaching and effective communication. Committed to fostering a culture of collaboration and continuous improvement that enhances operational efficiency and employee satisfaction.

WORK EXPERIENCE

Team Supervisor Mar / 2020-Ongoing
Blue Sky Innovations Chicago, IL

1. Led a team of 15 to achieve project goals and improve overall productivity by 20%.
2. Developed training programs to enhance team skills and performance metrics.
3. Managed performance and productivity objectives using advanced call management and scheduling systems.
4. Provided leadership and constructive feedback through side-by-side coaching and call monitoring.
5. Monitored team performance and provided constructive feedback to drive improvement.
6. Participated actively in recruitment and onboarding processes to build a high-performing team.
7. Consistently achieved and exceeded aggressive performance targets while ensuring high levels of customer satisfaction.

Team Supervisor Mar / 2018-Mar / 2020
Crescent Moon Design Portland, OR

1. Oversaw all warehouse processes and functions to ensure operational efficiency.
2. Managed a diverse team of up to 40 employees, fostering a collaborative work environment.
3. Coordinated activities among receivers, order selectors, and shipping teams to optimize workflow.
4. Generated detailed incident and productivity reports for senior management review.
5. Ensured timely delivery of all shipments, enhancing customer satisfaction.

EDUCATION

Bachelor of Science in Business Administration Mar / 2016 - Mar / 2018
University of California Santa Monica, CA

Focused on management principles, operational efficiency, and team dynamics.

SKILLS

Networking
Financial Analysis
Customer Interaction Skills
Public Speaking
Customer Service

INTERESTS

Film Podcasts
Gaming Architecture

STRENGTHS

Accountability
Adaptability Willingness
Enthusiasm

LANGUAGES

English Russian Dutch

ACHIEVEMENTS

- Increased team productivity by 20% through targeted coaching and performance metrics analysis.
- Successfully reduced employee turnover by 15% through enhanced engagement strategies.