



# NOAH WILLIAMS

Technical Supervisor

✉ support@qwikresume.com

☎ (123) 456 7899

📍 Los Angeles

🌐 www.qwikresume.com

## SKILLS

Data Analysis



Email Communication



Presentation Skills



Enterprise Resource Planning



Technical Expertise



## INTERESTS

📖 Birdwatching 🧳 Traveling

🏠 Sports Coaching 🧶 Knitting

## STRENGTHS

🔧 Pragmatism

🍃 Sensitivity

💖 Sincerity

⚓ Stability

## LANGUAGES



English



Dutch



Swahili

## ACHIEVEMENTS

★ Reduced departmental KPIs from 19 to 4 within 6 months, significantly improving operational focus.

★ Implemented a structured coaching program that enhanced team accountability, resulting in a 20% increase in performance metrics.

## PROFESSIONAL SUMMARY

Results-oriented Technical Supervisor with 7 years of experience in optimizing technical operations and leading diverse teams. Expertise in developing innovative solutions to enhance efficiency and enforce quality standards. Committed to mentoring staff and driving a culture of continuous improvement that aligns with organizational goals.

## WORK EXPERIENCE

### Technical Supervisor

📅 Jan / 2021-Ongoing

Quantum Solutions LLC

📍 Phoenix, AZ

1. Articulated departmental KPIs, reducing them from 19 to 4 within the initial 6 months to streamline operations.
2. Led a team of 19 technicians, driving results through effective coaching and performance management while cultivating a sales-oriented culture.
3. Promoted new and existing products by conducting monthly sales meetings to discuss service area expansions.
4. Coordinated workload demands through effective communication with dispatch and scheduling teams.
5. Identified team development needs, ensuring comprehensive training and employee growth.
6. Enhanced inter-departmental communication with engineering and dispatch to improve service quality.
7. Conducted quality control assessments, including tool and vehicle inspections, to maintain operational standards.

### Logistics Planner II

📅 Jan / 2018-Jan / 2021

Cactus Creek Solutions

📍 Phoenix, AZ

1. Developed and executed strategies for merchandiser and vending routes across the East Coast, aligning with budget expectations.
2. Analyzed historical performance metrics, providing recommendations for future operational improvements.
3. Maintained service level analytics to align inventory management with demand forecasting.
4. Reported on scheduling effectiveness, identifying variances and addressing off-route activities.
5. Collaborated with sales and merchandise management to ensure effective labor budget management.

## EDUCATION

### Bachelor of Science in Engineering

📅 Jan / 2015-Jan / 2018

University of Technology

📍 Toronto, ON

Focused on technical and operational management principles.