

# RESUME 945

## OBJECTIVE

Highly motivated, knowledgeable, and results-driven professional to secure a position with your company as an ***Operations Manager or other position as applicable***, utilizing my skills, formal training, expertise, certification, education, and experience

## SUMMARY OF QUALIFICATIONS

- Over 20 years' experience in and Operations Management, providing uncompromising highest standards of customer service in the trucking / shipping industry, assisting both internal and external customers with their service requests, requirements, and selections, developing effective solutions customized to individual needs, and resolving issues to their complete satisfaction
- Experienced retaining quality employees through sound Team Building concepts, excellent communications, and respected leadership skills, guiding and directing individuals to maximize productivity and personal potential
- Establishes rapport quickly with a diverse customer population, developing strong, long-lasting business relationships fostering repeat business transactions
- Trains new personnel upon supervisor requests, delegating work orders to ascertain comprehension of job duties and responsibilities, monitoring all work activities for quality, expediency, and safety, conducting performance evaluations, and consulting with upper management for employee status/progress reports
- Excellent communications, analytical, detail-oriented and problem-solving skills
- Multi-tasks efficiently, learns new systems quickly, and completes projects on time or ahead of critical deadlines
- Dependable, highly organized, follows directions precisely, and adapts to nearly any work setting
- Experienced using computers, Windows, MS Office, Internet research, and email
- Works well with little to no supervision and/or collaboratively in a team environment

## PROFESSIONAL EXPERIENCE

10/1998 – 5/2024

### ***Operations Manager***

T force Freight, Tonawanda, NY

- Reviewed productivity, hours, claims, activity reports or other performance data to measure productivity or goal achievement or to identify areas needing cost reduction or program improvement.
- Directed and coordinated activities of businesses or departments concerned with the production or distribution of services.
- Directed administrative activities directly related to providing services and quality.
- Prepared staff work schedules and assigned specific duties.
- Planned or directed activities, such as scheduling, that require coordination with other department managers.
- Performed personnel functions, such as selection, training or evaluation.
- Established or implemented departmental policies, goals, objectives, or procedures in conjunction with team members, organization officials, or staff members.
- Managed the movement of goods into and out of the facility to ensure efficiency, effectiveness, or sustainability of operations.
- Performed operation work, such as greeting or assisting customers, stocking shelves, or taking inventory.
- Implemented or oversaw environmental management or sustainability programs addressing issues such as waste management or hazmat handling.
- Set up all city deliveries and plan efficient routes, optimizing delivery schedules and reducing transit times.

## EDUCATION, TRAINING & ACHIEVEMENTS

### ***High School Diploma***

Niagara Wheatfield High School, Sanborn, NY