

RESUME 958

OBJECTIVE

Highly motivated, dedicated, and results-driven professional to secure a position with your company utilizing my skills, training, education, and experience

SUMMARY OF QUALIFICATIONS

- Experience providing uncompromising highest standards of customer service in manufacturing and healthcare settings, assisting customers with their product/service preferences, specifications, and selections, offering intelligent solutions customized to individual needs, and resolving issues to their complete satisfaction
- Proficient in most aspects of workforce development including training/mentoring, delegating work orders, monitoring all work activities for quality, expediency, safety, and proper employee / customer interactions, conducting performance evaluations, implementing disciplinary measures, and consulting with upper management for employee status/progress reports
- Experienced retaining quality employees through sound Team Building concepts, excellent communications, and respected leadership skills, guiding and directing individuals to maximize performance, productivity, and personal potential, isolating and exploiting employees' individual strengths for optimal alignment and utilization for specific job duties to be executed
- Utilized as a trusted and knowledgeable resource, the "go-to" professional, regarded highly by peers, upper management, and clients, providing objectivity, clarity of thought, trusted for developing well-informed decisions, and resolving complex production and logistics issues into achievable action plans when others cannot
- Trained and fully compliant with lean manufacturing (5S) as well as Lock-Out, Tag-Out protocols and procedures, and wears PPE as required
- Experienced using computers, SAP, Windows, MS Office, TMS/TMW, Citrix, Sibel, and email
- Multi-tasks effectively, learns new systems quickly, and completes all projects ahead of critical deadlines
- Strong communications, math, analytical, detail-oriented, and problem-solving skills

PROFESSIONAL EXPERIENCE

12/2023 – 01/2025 ***Driver Dispatch Manager***

Day & Ross, Niagara Falls, NY

- Managed payroll scheduling and planning for a team of 7+ drivers, ensuring accurate timekeeping and compliance with labor regulations and ensured driver ELDS were accurate at all times.
- Oversaw DOT testing and updates, maintaining records & ensuring adherence to federal safety standards & regulations while supporting random drug and alcohol testing for drivers.
- Coordinated dispatching of drivers to ensure on-time delivery of products across domestic and international routes, optimizing load efficiency.
- Reported safety issues, implementing corrective actions to maintain a secure working environment.
- Facilitated international border crossing logistics, ensuring compliance with customs regulations and seamless freight movement between the U.S. and Canada.
- Collaborated with freight brokers to schedule and secure loads, negotiating rates to maximize profitability and meet client demands.
- Developed and monitored budgets for dispatch operations, controlling costs while maintaining service quality and operational goals.

09/2022 – 06/2023 ***Senior Transportation Coordinator***

Thermo Fisher, Grand Island, NY

- Reviewed open customer orders, created pick worksheets on an as needed basis to efficiently meet the customer shipping schedule and satisfy the requested ship dates.
- Generated customer invoicing upon shipping, tracked shipments and prepared export documentation.
- Communicated shipping volumes and priorities closely with the Shipping Coordinator Supervisor and 3rd party warehouses to optimize available resources.
- Created and prepared documentation for importing and exporting shipments in accordance with US and country specific import export laws, rules and regulations.
- Utilized computer databases Oracle – E1 to create documents, Excel spreadsheets, and for file management.
- Audited freight bills for billing accuracy, respond to billing questions from external freight payment services.
- Shopped rates for prepaid shipments to ensure that we are getting the best possible freight rates.

10/2020 – 09/2022 ***Manufacturing Technician***

Thermo Fisher, Grand Island, NY

- Operate various manufacturing equipment, such as mixers, granulators, and tablet presses, to meet production targets.
- Monitor and adjust process parameters as necessary to maintain batch consistency and quality.
- Manage the batching and compounding of pharmaceutical ingredients according to established formulations and batch records.
- Conduct routine equipment inspections and maintenance to ensure proper functionality and reduce downtime.
- Collaborate with quality control and assurance teams to perform in-process checks and final product inspections.
- Participate in continuous improvement initiatives to streamline batching processes and reduce waste, leading to an increase in efficiency.
- Conducted team meeting to review production schedules, discuss cost effectiveness, and introduce any improvements we discussed in previous meetings.
- Implemented safety procedures and trained team members in safe handling of chemicals and equipment.

01/2022 - 03/2022 ***Site Supervisor***

Intandem, Niagara County, NY

- Provided direct supervision and mentoring to a team of direct support professionals (DSPs), monitoring their daily activities and adherence to care plans.
- Assisted in the development and implementation of individualized support plans and behavior intervention plans.
- Conducted regular training sessions to improve the skillset of DSPs, ensuring they were equipped to meet the evolving needs of individuals.
- Collaborated with families and guardians to ensure their input in the planning and execution of care.
- Participated in the hiring and onboarding of new DSPs, ensuring their compliance with organization policies and regulatory standards.

08/2018 – 4/2020 ***Customer Service Representative***

Independent Health, Williamsville, NY

- Answered customer inquiries, resolved issues, and provided information regarding billing, account corrections, issues with providers, details pertaining to the member's specific policy, and taking appeals for denied claims.
- Utilized Sibel systems to maintain customer records, track interactions, and update information accurately.
- Collaborated with cross-functional teams to address complex customer issues and ensured swift resolutions.
- Upsold and cross-sold additional products or services when appropriate, increasing sales.

01/2018 - 08/2018 ***Medical Liaison***

Opportunities Unlimited, Niagara Falls, NY

- Managed a caseload of individuals with developmental disabilities, ensuring they received appropriate medical care and support services.
- Assisted in the development of person-centered plans and regularly reviewed and updated them.
- Coordinated medical appointments, therapies, and other necessary services for individuals, ensuring continuity of care.
- Provided training and guidance to support staff and caregivers on best practices for supporting individuals with developmental disabilities.
- Monitored and documented the progress and outcomes of care plans, making necessary adjustments.

01/2015 - 12/2017 ***Direct Support Professional***

Community Services For Every1, Buffalo, NY

- Assisted individuals with disabilities in their daily activities, including personal hygiene, dressing, eating, and mobility.
- Administered medications as prescribed and maintained accurate records of medications and medical appointments.
- Developed and implemented individualized support plans in collaboration with interdisciplinary teams and families.
- Facilitated and participated in recreational and skill-building activities to promote socialization and independence.
- Monitored and documented the progress and well-being of individuals, reporting any concerns or changes in condition.

EDUCATION, TRAINING, AND ACHIEVEMENTS

Early Childhood Education

O/N BOCES, Sanborn, NY

High School Diploma

Niagara Wheatfield High School, Sanborn, NY