

JOHN SMITH

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Job Targets: **OPERATIONS MANAGER • BRANCH MANAGER** **PRODUCTION MANAGER • TERMINAL MANAGER • PLANT MANAGER**

Technically-savvy and driven-to-succeed problem-solver offering a career rich in **evaluating complex situations and making improvements that have jump-started productivity 50%, quadrupled company's customer base, and dramatically lowered the prospect of on-the-job accidents.** Blend an in-depth understanding of plant operations, sales, and H.R. initiatives with a cost-conscious approach while maintaining the pinnacle in top-quality output. Recognized as a key liaison between client and company based on talent for quickly earning client trust, confidence, and respect.

Skilled in multi-functional team collaboration with all operating departments while guiding up to 260 direct reports and maintaining an upbeat work environment. Above-average knowledge of Excel, Word, and Adobe with an added complement of basic I.T. and industry-related software programs. Maintain current certification in Red Cross First Aid. Fluent in both English and Dutch. **Respected leader and strong proponent of team-concept management in both union and non-union environments, identifying staff's unique talents, and motivating project teams to realize their optimum potential.**

KEY STRENGTHS

- Multi-Site Operations Management
- Goal-Setting & Attainment
- Strategic Planning & Execution
- TL, LTL, Brokerage, Split Trip, Cross-Docking, & Intermodal Operations
- Safety Compliance
- Carrier & Service Provider Management
- Change Management & Staff/Culture Integration
- Budget Formulation & Administration
- Supply Chain Management Documentation
- Policy & Procedure Creation
- P&L Accountability, Expense Control, & Month-End Reporting
- Employee Training, Coaching, & Empowerment
- Vendor Selection & Negotiations
- Purchasing & Procurement
- I.T. Systems Management
- Key Performance Indicators
- High-Impact Presentations
- Workflow Planning & Prioritization
- Analysis & Problem Resolution

PROFESSIONAL EXPERIENCE

Operations Manager • CCT Logistics, Calgary

2007 – present

Selected from a group of hundreds of eligible candidates to join this full domestic broker offering superior offering coast-to-coast expedited service. Oversee day-to-day operations, customer focal point, warehouse distribution, and administrative functions related to inbound and outbound transportation while leading, motivating, and energizing 28 direct reports (dock workers, warehouse employees, and drivers) for this 50,000 sq.ft. facility. **Key Achievements:**

- In just 1 year, kick-started productivity 50% by instituting a range of self-created employee training and support programs
- Maximized route delivery efficiencies by guaranteeing that trucks were fully loaded to avert the need for extra runs
- Drastically minimized the potential for on-the-job accidents by establishing a no-tolerance policy for questionable behaviour on the work site

Regional Franchisee / Owner • Fastway Couriers, Calgary

2006 – 2007

Acquired this franchise based on comprehensive due diligence and highly-lucrative potential in an other-wise competitive marketplace serving the City of Calgary. Managed 3 employees. **Key Achievements:**