



# GREGORY M. GREVE

Grand Rapids, MI 49525

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## SKILLS

- Technical Support
- Software Development
- Performance Management
- Responsive Design
- Staff Management
- Complex Problem-Solving
- Database Development

## PROFESSIONAL SUMMARY

Dedicated professional with demonstrated strengths in customer service, time management and trend tracking. Good at troubleshooting problems and building successful solutions. Excellent verbal and written communicator with strong background cultivating positive relationships and exceeding goals.

## EXPERIENCE

### Immaculate Flight | Kentwood, MI

August 2022 - August 2023

Supervisor of Operations

- Coordinated daily operation of team members conducting program activities.
- Verified work quality through observations and performance monitoring.
- Brought all new employees up to speed quickly, training each on important policies and procedures while helping employees reach personal improvement goals by motivating top performance and improving training.
- Inspired teams using motivational leadership style.
- Delivered high quality training for new team members.
- Evaluated staff performance, communicating feedback, and setting personal goals.

### Reliable Delivery | Grand Rapids, MI

May 2021 - August 2022

Courier Driver

- Prevented damage during transportation by properly securing loads.
- Maintained accurate logs of daily routes and vehicle operations.
- Kept up to date on delivery schedules and customer data with continuous dispatch communications. It was necessary to evaluate traffic patterns, alternative routes and weather conditions to plan navigation.
- Followed established regulations to promote safe hazardous materials handling. While also supporting efficient medical operations by delivering and picking up records, specimens, and medications.
- Utilized handheld electronic devices to manage delivery and pick-up data.
- Transported parcels according to schedule to meet delivery expectations.

### Tommy's Express | Kentwood, Michigan

November 2019 - March 2021

Assistant Manager

- Helped senior managers run smooth operations by independently handling day-to-day requirements.
- Maintained operational performance by skillfully handling opening and closing tasks.
- Delegated tasks to appropriate staff members for optimum productivity.
- Collaborated with upper management to develop and implement business improvements.
- Upheld brand image by maintaining branch cleanliness, approachability and service.

- Handled escalating problems to improve customer relations, maintain brand loyalty and recapture lost revenue opportunities.
- Provided performance and motivational feedback to employees.
- Managed daily workloads by organizing schedules and delegating tasks.
- Investigated customer complaints, identifying and changing processes to remove faults.

#### **Mister Car Wash | Grand Rapids, MI**

August 2018 - October 2019

Supervisor

- Improved team performance by offering direction and hands-on support.
- Verified employee performance, checking each job and retraining or disciplining to correct problems.
- Adapted to changing company demands, helping staff adjust methods to achieve new objectives.
- Executed daily opening and closing procedures to company standard.
- Monitored numerous employee activities and assigned tasks to cover demand.
- Attended and contributed to regular managerial meetings.
- Fostered positive team environment by recognizing and reinforcing individual and team accomplishments.

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## **EDUCATION**

Certification - Software Development

March 2024

Michigan State University, East Lansing

