

## OPERATIONS MANAGER

### Summary

With over 20 years of experience in the Transportation industry, I am looking for new opportunities that offer growth and allows me to utilize my leadership skills and expertise.

### Experience

05/2008 to 04/2014

OPERATIONS MANAGER Gates Corp 1/4 Columbia , MO

- Managed day to day operations of over 10,000 packages daily in outbound shift.
- Led a diverse team of up to 25 employees including package handlers, Quality assurance clerks, Office clerks and part-time Managers.
- Recruited, hired and trained employees on proper loading, unloading and sorting methods.
- Created a safe work environment ensuring employee Osha compliance.
- Ensured timely departure of freight achieving 99.50% on time goal.
- Set up expectations and held employees accountable for achieving goals.
- Provided daily performance feedback to employees recognizing achievements and providing counsel and discipline as needed Established recognition and reward programs.
- Notable Accomplishments: 2008 #1 Outbound operation in FedEx Ground company.
- Voted most valuable Service Manager 2008.
- 2009 #2 Outbound operation in FedEx Ground company.
- Voted most valuable Service Manager 2009 Outbound Facility Challenge -September FY11, November FY11, March FY12, May FY12.
- Nor-Cal Outbound Champion.
- Safety FedEx President award FY13.

01/2008 to 05/2008

OFFICE MANAGER SPECIALIST Perry Ellis International Inc. 1/4 Milpitas , CA

- Managed morning driver dispatches, responded to customer inquiries regarding missed pickups, mis-deliveries and re-attempts.
- Followed up on previous day delivery issues with drivers.
- Helped customers with arranging pick up of parcels by setting up meeting points with drivers or pick up at facility.
- Maintained communication with drivers during their shift through messaging system.
- Managed office supply inventory.

10/1994 to 01/2008

PART-TIME SUPERVISOR Quest Diagnostics 1/4 Louisville , KY

- Trained and supervised employees on proper loading, unloading and sorting of freight.
- Ensured compliance with company and Osha safety policies.
- Responsible for staffing and placing of employees in a position to excel in a union environment.
- Ensured timely dispatch of freight.
- Helped with the training of new supervisors.
- Notable Accomplishments: Best injury/accident Frequency Nor cal for 2005 Best zero injuries and best Injury Frequency in Nor-cal for Twilight 2002 Twilight operation of the year 2002 for Pacific.
- Twilight operation of the year 2002 for Nor-cal.
- Best injury frequency in Nor- cal Preload for 2001.
- Zero injures and best safety frequency for Twilight for Nor-cal for 1998, 1996, 1993, 1992, 1991, and 1990.

10/1992 to 10/1994

PACKAGE HANDLER United Parcel Service 1/4 City , STATE

- Loading, unloading and sorting packages at a fast paced, high energy environment.
- Notable Accomplishments:.
- Assisted management with training of new package handlers.
- Received 10 out of 10 grade on load quality audits.

### Education

1989

HIGH SCHOOL DIPLOMA Woodrow Wilson High School 3.5

2005

San Francisco State University Earned 60 credits towards Accounting degree.

### Languages

Spanish: fluent ( speaking, reading, writing)

### Skills

Accounting, delivery, drivers, fast, messaging, MSExcel, excel, Office, MSWord, mis, pick, policies, speaking, quality, Quality assurance, reading, Safety, sorting, Spanish, staffing, supply inventory, Type