

## CARGO OPERATIONS MANAGER

### Executive Summary

Currently, Operations Manager for SMX Cargo which is the service provider for United Cargo and All Nippon Airways Cargo. The team meets and exceeds all performance goals. Customer service driven. Focused accountability and continuous improvement.

### Core Qualifications

Innovative	Strong leadership skills
Solution driven	Team motivator
Continuous improvement	Inventory control
Staff development	Computer-savvy
Complex problem solving	Sound judgment
Policy/program development	

### Professional Experience

#### Cargo Operations Manager

January 2015 to Current Menzies Aviation - Wichita , KS

Manage all aspects of the United Airlines Cargo and All Nippon Airways Cargo, daily operations.

- Oversight, development and launch of All Nippon Airways Cargo service in Houston, TX, June 2015
- Recruited, hired and trained new employees for United Airlines and All Nippon Airways cargo operations.
- Manage Cargo team of 2 Managers, 7 Supervisors and 200 Agents
- Developed and shared best practices across the United Airlines Cargo system through daily detailed performance reporting identifying the root cause of all defects and implementing corrective action
- Developed and implemented multiple processes audits to ensure adherence to SOP
- Assessed and trained personnel for promotion to cross-functional operations.
- Manage payroll and time and attendance systems.
- Led regular stand-up meetings, events and continuous improvement projects with measurable goals.
- Optimized the overall customer experience by consistently meeting and exceeding all performance metrics.
- Identify staffing and capital needs, collected relevant data and wrote justifications for established needs.
- Diligently maintain safety and quality standards.
- Enforce a culture of lean manufacturing and continuous improvement while providing operational leadership.

#### Cargo Solutions Account Manager

May 2014 to December 2014 Menzies Aviation - Arcola , VA

Managed and developed the United Airlines Cargo Solutions Team call center.

- Defined call center performance standards and reviewed the performance outcomes to set future targets.
- Identified staffing and capital needs, collected relevant data and wrote justifications for established needs.
- Developed process improvements to enhance efficiency and effectiveness of inter-department call center operations.
- Coordinated and key player in content development and design of CST Share Point Site in collaboration with IT staff.
- Created workforce training and development models
- Trained, developed and counseled employees to develop a high performing team
- Optimized scheduling based on deep expertise of call volumes and trends.
- Facilitated information flow between customer service, cargo operations, quality assurance, training and payroll departments to guarantee call center objectives were met.

#### Cargo Supervisor

October 2013 to May 2014 Home Bancshares, Inc. - Atkins , AR

Supervised all aspects of the United Airlines Cargo, cargo office operation

- Professional customer service
- Cargo security and acceptance
- International and domestic document processing
- Ensure adherence of TSA and US Customs regulations
- Inventory control and reconciliation
- Trained, developed and counseled employees to develop a high performing team
- Maintained and enforced a safe and clean working environment at all times.
- Developed and maintained strong and clear communication and rapport with customer, clients and all law enforcement agencies

#### Lead Cargo Agent

December 2012 to October 2013 Houghton International Inc. - Dayton , OH

Led the United Airlines Cargo, Import and Export operations teams

- Effectively coordinate and assist the daily operations.
- Increased team proficiency through coaching, training and employee development planning consistent with company policy
- Mastered the intricacies of the process and work flow within each department.

#### Teller Supervisor

February 2010 to May 2013 WELLS FARGO BANK - City , STATE

- Performed managerial duties including hiring, progression monitoring, promotion, quarterly career path, and performance coaching and performance evaluation.
- Participate in leading the branch staff to achieve optimum sales through effective sales campaigns, programs, sales coaching development and behavior modeling.

#### Customer Service Representative Level 1

August 2009 to January 2010 VERIZON WIRELESS - City , STATE

- Assisted the operations manager with the daily activities of the store.
- Engage customers, by demonstrating different products that will fit their needs and wants Drive initiatives to realize targeted sales and data metrics

#### Education

Associate : Management , Aug 2012 LONE STAR COMMUNITY COLLEGE Management

#### Skills

Strong Leadership, Analyze financial and operational data, hiring manager, Credible communicator, Microsoft Office, SharePoint, Operations management, Mentor / Trainer.