1. Directed group of [Number] [Type] associates handling daily and complex requirements of [Type] department.
2. Produced regular [Type] and [Type] reports to evaluate performance, adjust strategies and maintain agile, sustainable operations.
3. Performed customer needs assessments and coordinated resolutions with supply chain and quality teams.
4. Improved staffing during busy periods by creating employee schedules and monitoring call-outs.
5. Estimated expected changes in business operations and made proactive adjustments to employee schedules and inventory levels to address needs.
6. Improved productivity while reducing staffing and operational costs by [Number]%.
7. Performed supplier risk evaluations and supported regulatory inspections.
8. Entered data into [Software] system, implementing tight safeguards to secure financial and personal information.
9. Executed regular process updates to reduce discrepancies and enhance scheduling across [Type] calendars and programs.
10. Streamlined and monitored quality programs to alleviate overdue compliance activities.
11. Directed training and retraining of employees to boost performance and enhance business results.
12. Maintained professional demeanor by staying calm when addressing unhappy or angry customers.
13. Effectively supervised staff of [Number] personnel by implementing company policies, protocols, work rules and disciplinary action.
14. Planned marketing initiatives and leveraged referral network to promote business development.
15. Facilitated change management activities for department and staff of [Number] individuals.
16. Applied performance data to evaluate and improve operations, target current business conditions and forecast needs.
17. Modernized and improved operational procedures to increase efficiency and profitability while tightly controlling costs such as labor and preventing waste.
18. Coordinated site investigations, documented issues and escalated to executive teams as needed.
19. Recruited and developed [Number] employees for [Type] department.
20. Evaluated employee performance on [Timeframe] basis and conveyed constructive feedback to improve skills.