

**OBJECTIVE**

To excel in an operations management position with an organization that is progressive, flexible, efficient, and customer-focused.... To utilize strong decision making, problem solving, and interpersonal skills in ways that make a positive difference to immediate customers and the general public.

**QUALIFICATIONS OVERVIEW**

- Approximately three years of supervisory and leadership experience gained in a high-volume, fast-paced environment that required consistent meeting of multiple non-negotiable deadlines often imposed with very little notice.
- Additional experience gained by coordinating local distribution of a regional daily newspaper and setting up a warehouse for a growing retail business. Performed other jobs ranging from prepping and handling materials in a welding / parts-making shop to work in a bakery.
- Initiative, independence, judgment, and problem-solving abilities proved by accomplishment in each of these settings.
- Experience supplemented by liberal education represented by a Bachelors degree to be awarded upon completion of five credits in December of this year.

**FEATURED EXPERIENCE**

*United Parcel Service* —

Middleton, WI; September 1996 - March 2000

**Extended Area Feeder Supervisor**

After working as a handler for approximately six months while continuing with college, advanced to become a Supervisor. Even though it was considered a part-time position, I gave it my full attention and followed a full-time schedule. More recently, progressed to my most recent Feeder Supervisor role.

- Coordinated movement of parcels in an area covering South Central and Western Wisconsin that includes four distribution centers.
- Managed the roughly 50 drivers who work all regular and stand-by shifts in the area.
- Oriented, assigned routes, monitored hours, and evaluated performance of this driver force.
- Assured adherence to all company and ICC safety standards for equipment and driver conduct.
- Interpreted and managed operations in accord with the collective bargaining agreement, resolved work-related disputes, and when necessary represented management at the first step in the grievance process.
- Reviewed In-Vehicle Information System (IVIS) and manually kept logs, maintained personnel records, and generated all reports needed to document shipments, driver activities, and equipment status.
- Communicated with customers, adjusted routes, and often on very short notice, called in stand-by drivers to cover absences and move unexpected shipments varying in size from a skid to a semi-load or more.
- When appropriate, loaned drivers and vehicles to package centers to help make their delivery schedules on-time.
- Interacted with other company departments including the Elm Grove business offices to deal with payroll, benefits, and other human resource related matters and with our local maintenance shop to expedite last-minute vehicle repairs.

**ADDITIONAL SIGNIFICANT EXPERIENCE**

*Budget Bicycle* —

Madison, WI; June 1997 - December 1999

**Warehouse Coordinator / Sales Associate**

- Designed, set-up, and maintained a warehouse space that supplied retail and repair shops with parts and accessories.
- Adopted an easily followed system for assigning inventory locations that allowed staff to readily locate items when I or the Inventory Manager was not present.
- Received, checked-in, and stored incoming shipments as well as regularly monitoring sales and service areas to identify and replenish items that were running short.
- Kept the Inventory Manager informed regarding items that needed to be reordered.
- In addition to warehouse responsibilities, helped customers to identify their needs, provided merchandise information, made recommendations when called for, and executed sales.

*Milwaukee Journal-Sentinel* —

Madison, WI; 1995 - 1996

**Intern / Assistant Area Circulation Supervisor**

- On weekday mornings, assisted the Area Supervisor with allocating papers to routes and finding coverage for drivers' unplanned absences.
- Called on businesses that sold the paper to check sales, retrieve unsold papers, make and deposit cash collections, and adjust numbers of papers to be provided to each location.
- Responded to and resolved complaints from business and residential customers by authorizing credit, arranging skip deliveries, and taking other suitable measures that would satisfy and retain our readership.
- On weekends, took full charge of all delivery and customer service functions.

**OTHER WORK**

*Weldcraft, Inc.* —

Kenosha, WI; Summer 1995

**General Laborer**

Sorted, handled, and prepared steel for fabrication of tool and automobile parts as well as other items used by large area manufacturers. Operated grinders, benders, and hydraulic presses along with painting and other finishing work.

*Great Lakes Dragways* —

Union Grove, WI; Summers 1994 & 1995

**Safety Inspector**

Followed a detailed standard checklist when conducting thoroughgoing inspections of dragsters before they were allowed to compete.

*Paiellis Bakery* —

Kenosha, WI; Summers 1992 - 1994

**Maintenance & Production Line Worker**

Performed various building maintenance, clean-up, and painting tasks in addition to tune-ups, oil changes, and similar light maintenance work on the company's truck fleet. Also worked on the bread line, including leadership of a three-person slicing and wrapping team.

**EDUCATION**

**Bachelor of Arts (Candidate)** University Wisconsin–Madison; Will complete, December 2000

MAJOR: **History**

COMMENT: To date, completed a total of 115 credits.

**ADDITIONAL BACKGROUND**

- Leisure interests include biking, fishing, auto racing, and weightlifting.
- Would describe myself as responsible, thorough, honest, accessible, and people oriented.

*References will be readily provided upon reader's request.*