



Cole Jhonson

Shift Supervisor

Profile

Confident Shift Supervisor with a decade of experience in supervising and inspiring large contact center teams in a telecoms environment. Proven record of reducing staff absenteeism and disciplinary incidents by over 50% during the last year by implementing an employee recognition scheme. Attained Certified Supervisor status recently and is currently completing an online Diploma in Leadership Innovation and Management Practices.

Employment History

Shift Supervisor at Okesh Warehousing & Distribution, Kansas City

January 2018 — Present

Implemented an employee wellness programme couples with a worker engagement project which reduced yearly staff turnover by 35%

- Take accountability for overall team performance regarding daily deliveries, number of pallets packed and offloading and on loading time frames
- Ensure that work areas are clean and organized by the facility janitors
- Take responsibility for handling customer issues and complaints
- Oversee inventory reconciliations and approve check-ins and check out of merchandise
- Do daily, and weekly route planning for truck drivers and confirm ETA's with clients
- Generate inventory and logistics reports for management on a daily and weekly basis

Shift Supervisor at MBS Document Automation, Austin

January 2015 — December 2017

Mentored 10 recruits per year in the mechanic apprenticeship program with all of them achieving a 100% pass rate for the Certified Mechanic examination

- Create work schedules and rosters based on staff availability, and coordinate activities for the morning and afternoon shift based on the number of employees available for each shift
- Organize stand-in administrators at short notice when employees are off sick
- Handle the morning meeting with a staff complement of 40 discussing issues from the previous day and discussing the operational plans for the day ahead
- Responsible for training and onboarding new staff members Conduct quarterly performance appraisals and subsequent training initiatives
- Budgetary duties include managing office supplies tracking grocery expenses and approving purchases for IT and communication equipment

Details

1515 Pacific Ave, Los Angeles, CA 90291, United States, (541)

754-3010

email@email.com

Place of birth

San Antonio

Nationality

American

Driving license

Full

Links

[Linkedin](#)

[Twitter](#)

Skills

Problem Assessment

Safety Procedures

Knowledge of Banking Software

Payroll

Account Reconciliation

Project Implementation

Customer Relationship Management

Labor Laws

Disciplinary Procedures

Resource Allocation

Performance Appraisals

Operating Processes

Business Continuity Planning

Employee Wellness

Work Schedules

Cycle Counts

Languages

English

- Reconcile all cash management transactions, banking, and payments received by walk-in clients as well as checks delivered or online payments made

French

Dutch

German

Assistant Shift Supervisor at BJ's Burger Franchise Group, Indianapolis

January 2012 — December 2014

Created a new training curriculum which reduced onboarding time from 6 weeks to 4 weeks.

- Supervise all kitchen stations to ensure timely delivery of orders for in-house patrons as well as take-out customers
- Deal with complaints and queries from customers and suppliers
- Ensure that workstations are cleaned and sanitized regularly by the cleaning team
- Compile rosters and shift schedules for kitchen staff, servers, waiters front of house and delivery drivers
- Responsible for staff performance appraisals and disciplinary actions
- Supervise cash up activities at the end of each shift
- Inspect and proofread daily menus before they are distributed
- Generate sales and inventory reports daily and present a weekly summary to the restaurant owner

Education

Associates Degree in Business Management, University of Ohio, Cleveland

January 2016 — June 2018

GPA: 3.8

Majors: Business Management, HR Management

Minors: Communications, Accounting, Economics

Accolades: Deans Honors List

Project Management Professional (PMP), Project Management Institute, Online

May 2016 — November 2016

Certified Associate in Project Management (CAPM), Project Management Institute, Online

January 2015 — April 2015

Courses

Certified Manager (CM), Institute of Certified Professional Managers

September 2019 — October 2019