

# Cole Jhonson, Shift Supervisor

1515 Pacific Ave, Los Angeles, CA 90291, United States, (541) 754-3010, email@email.com

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Place of birth	San Antonio	Driving license	Full
Nationality	American		

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LINKS [Linkedin](#), [Twitter](#)

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**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.*

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## EMPLOYMENT HISTORY

Jan 2018 — Present **Shift Supervisor, Okesh Warehousing & Distribution** Kansas City  
*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

Jan 2015 — Dec 2017 **Shift Supervisor, MBS Document Automation** Austin  
*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
- Reconcile all cash management transactions, banking, and payments received by walk-in clients as well as checks delivered or online payments made

Jan 2012 — Dec 2014 **Assistant Shift Supervisor, BJ's Burger Franchise Group** Indianapolis  
*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
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## EDUCATION

Jan 2016 — Jun 2018 **Associates Degree in Business Management, University of Ohio** Cleveland  
GPA: 3.8

Majors: Business Management, HR Management

Minors: Communications, Accounting, Economics

Accolades: Deans Honors List

May 2016 — Nov 2016

Project Management Professional (PMP), Project Management Institute

Online

Jan 2015 — Apr 2015

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

Online

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SKILLS

Problem Assessment

Disciplinary Procedures

Safety Procedures

Resource Allocation

Knowledge of Banking Software

Performance Appraisals

Payroll

Operating Processes

Account Reconciliation

Business Continuity Planning

Project Implementation

Employee Wellness

Customer Relationship Management

Work Schedules

Labor Laws

Cycle Counts

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COURSES

Sep 2019 — Oct 2019

Certified Manager (CM), Institute of Certified Professional Managers

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LANGUAGES

English

Native speaker

Dutch

Highly proficient

French

Highly proficient

German

Highly proficient