

COLE JHONSON

Shift Supervisor

1515 Pacific Ave, Los Angeles, CA 90291, United States

(541) 754-3010

email@email.com

Place of birth *San Antonio* Driving license *Full*
Nationality *American*

LINKS

[LinkedIn](#), [Twitter](#)

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, Okesh Warehousing & Distribution** Jan 2018 — Present
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

❖ **Shift Supervisor, MBS Document Automation** Jan 2015 — Dec 2017
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

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

EDUCATION

❖ **University of Ohio** Jan 2016 — Jun 2018
Associates Degree in Business Management Cleveland

GPA: 3.8

Majors: Business Management, HR Management

Minors: Communications, Accounting, Economics

Accolades: Deans Honors List

❖ **Project Management Institute** May 2016 — Nov 2016
Project Management Professional (PMP) Online

❖ **Project Management Institute** Jan 2015 — Apr 2015
Certified Associate in Project Management (CAPM) Online

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

COURSES

❖ **Certified Manager (CM)** Sep 2019 — Oct 2019
Institute of Certified Professional Managers

LANGUAGES

English <i>Native speaker</i>	Dutch <i>Highly proficient</i>
French <i>Highly proficient</i>	German <i>Highly proficient</i>