

JUAN MATOS

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Work History

Inbound Supervisor - March, 2022 to Present

Yellow freight - Cheshire, CT

- Was in charge of [Number] [Unit] transportation on a daily basis, coordinating personnel and developing efficient routes and workload schedules.
- Transported product to customer locations.
- Collaborated with customers to determine their needs and deliver service.
- Oversaw the delivery of freight
- Was in charge of maintaining and monitoring a high level of on-time delivery reliability, service, and performance.
- Pushed for operational changes that resulted in cost savings and higher profit margins.
- Ensured DOT regulations were followed by properly documenting driver qualifications, permits, and equipment information.
- Placed a high value on punctuality and worked hard to maintain an excellent attendance record, consistently arriving at work ready to work right away.
- Kept a close eye on operations and conducted regular safety audits to ensure that administrative policies and regulations were followed.
- Had an excellent attendance record and was always on time for work.
- Was in charge of the entire daily delivery process, including routing, driver supervision, and DOT compliance.

Operations Manager - June, 2008 to March, 2022

R+L Carriers - South Windsor, CT

1. Continually sought to target and resolve complicated issues related to management and business operations.

Boosted team performance with enhanced employee evaluation processes.

Taking responsibility for the business performance

Generated comprehensive reports regarding incidents, events, and important business matters.

Directed day-to-day operations focused on attainment of key business metrics, continuous improvement initiatives and [Number]-member management team with related direct reports.

Achieved production goals by having daily meetings stating the daily expectations.

Oversaw the daily picking and packing of all customer orders by the staff team

Reviewed employee performance assessments with employees

Reduced overtime by monitoring the work flow coming in to maintain the daily bills per .

I was a supervisor for R+L Carriers for three years and got promoted to operations manager. I have been an operations manager now for five years.

Was in charge of enforcing security policies and procedures in order to keep company assets safe from theft, loss, and damage.

Answer phones and provide information to callers, as well as take messages and transfer calls to the appropriate people.

With improved employee evaluation processes, I was able to improve team performance.

Improved productivity KPIs by leading trainings on procedures and safety practices.

Was in charge of incident management, which included troubleshooting, root cause analysis, and issue resolution.

Established, enforced, and optimized internal policies to maintain efficiency and responsiveness to demands.

Ensure that all DOT and client safety standards are strictly followed. Trained on all types of hazardous spills whether it's cleaning it up or keeping the employees away from it.

Provide operational support to the general manager.

Dockworker - January, 2002 to March, 2008

Watkins Motor Lines - Windsor, CT

Surrounded items in cling film, padded blankets and tape to protect from damage.

Recorded information, shortages and discrepancies to keep records current and accurate.

Shipped material and performed boxing, packing, labeling and preparation of any related documents.

Used hand-held devices and computers to record and monitor inventory levels and completed audits to uncover and address inaccuracies.

Used bracing and strapping techniques to prevent load shifting or damage.

Loaded, unloaded, and sorted cargo as part of accurate and efficient shipments.

Professional Summary

Responsible

Seasoned Operations Manager and talented leader with 13 years' experience applying exceptional planning and problem-solving abilities toward enhancing business plans and day-to-day activities. Results-driven and resilient in developing teams while improving processes and increasing productivity. Bringing solid understanding of Industry trends, excellent communication skills, talent for spotting areas in need of improvement and implementing changes with strategic approach. Looking to bring knowledge and abilities to dynamic, growth-oriented role.

Entrepreneurial and quick learner with a track record of forming productive relationships at all levels of a company.

Outstanding Operations Manager with a focus on detail.

Great at communicating with employees from dock worker's to driver's and solving any issues they might have.

Skills

- Conflict resolution
- Employee scheduling
- Dependable
- Staff management
- Goal attainment
- Work flow planning
- Organized
- Forklift certified
- Electric pallet jack certified
- Detail-oriented
- Verbal and written communication
- Fluent in Spanish
- Great customer service
- Effective leader

Education

High School Diploma - 2002

New Britain High School - New Britain, CT

Certifications

- Hazcom
- Blocking and Bracing
- Back Safety Training
- FPP/EAP
- Lanternfly Quarantine- Training
- First aid CPR AED

Additional Information

I have certificates for all of the above certifications I mentioned also a certificate of appreciation for my 13 year's of service. I have many references that I can provide upon request.