

# John R. Henderson

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EDUCATION: TEMPLE UNIVERSITY, Fox School of Business, Philadelphia, PA **Bachelor of Business Administration, Graduation: May 2027 Major: Management Information Systems**

SELECTED COURSES: Digital Systems

## ACTIVITIES:

- Temple AIS, 2024 – Present

## INFORMATION TECHNOLOGY SKILLS:

- HTML, Javascript, CSS
- Google Analytics
- Microsoft Excel
- Salesforce CRM
- Powerpoint
- DMS Software
- Visual analyst
- Word

## EXPERIENCE:

United Parcel Service Supervisor

October 2018 - Present

- Leadership: Extensive experience in supervising and motivating teams of UPS employees, ensuring adherence to company policies and procedures.
- Operations Management: Proficient in overseeing the daily operations of sorting, loading, and unloading packages, consistently meeting or exceeding performance targets.
- Safety Focus: Strong commitment to maintaining a safe work environment by enforcing safety protocols and training team members on safety best practices.
- Efficiency: Demonstrated ability to streamline processes, reduce operational costs, and enhance productivity without compromising on quality.
- Employee Development: Skilled in coaching and mentoring staff, fostering their professional growth and improving overall team performance.
- Customer Service: Dedicated to delivering exceptional customer service by ensuring packages are handled with care and accuracy.
- Problem Solving: Adept at identifying issues, implementing effective solutions, and preventing operational disruptions.
- Communication: Excellent communication skills, both written and verbal, for coordinating with teams, management, and customers.

## SKILLS:

- Time management and prioritization
- Ability to meet deadlines
- Attention to detail
- Multi-tasking abilities
- Strong planning and coordination skills
- Project management experience

