

**Colton James**  
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### **Professional Profile/Objective:**

Experienced and responsible operations supervisor with 10+ years in operations for packaging companies. Responsible for successfully training over 100 individuals and managing nearly 50 direct reports. Decreased product distribution time by 25%, and created an operations manual distributed to over 200 staff members.

### **Professional Experience**

#### **Operations Supervisor, Handle With Care Packaging, Alexandria, VA**

*April 2017 – Present*

- Recruit, train, and monitor performances of over 45 direct reports
- Monitor OSHA compliance at warehouse and customer-facing stores
- Manage over payroll for over 80 employees
- Investigate alternative product distribution methods
- Supervise mail-order distribution, resulting in a 25% decrease in customer receipt time

#### **Senior Operations Assistant, Packaging Corporation of America, Richmond, VA**

*April 2017 – Present*

- Supervised four operations assistants
- Completed packaging quality control assessments weekly
- Updated internal operations documents
- Aided with marketing efforts, both online and in person
- Assisted in the development of a new recruitment program

#### **Administrative/Operations Assistant, Craters and Freighters, Richmond, VA**

*April 2009 – October 2011*

- Supported company operations by completing general filling
- Answered calls and took messages when necessary
- Prepared status/goal reports weekly, monthly, and seasonally
- Developed operations procedures manual which was distributed to 200+ people

### **Education**

#### **Associate of Arts and Sciences in Business Administration**

*CENTRAL VIRGINIA COMMUNITY COLLEGE Lynchburg, VA, June 2013*

### **Key Skills**

- Interpersonal skills
- Problem solving
- Cost reduction
- Supervising many employees at once
- Project management
- Decision making

### **Certifications**

- Certified Operations Manager - The American Institute for Business Management and Communication, 2014