

Alexander Perry

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Authorized to work in the US for any employer

Work Experience

On Road Supervisor

UPS - Queensbury, NY
September 2020 to August 2022

Responsible for supervising the daily performance of service providers to ensure quality service, improve performance, and maintain compliance with environmental, health and safety requirements (in warehouse and on road). Encourage sales lead participation through maintaining mutually beneficial customer relationships.

Working with service providers to maximize day to day proficiency and ensure packages are unloaded, loaded, and delivered in a safe, timely, and professional manner.

Participation in the development and implementation of work process plans to maximize center proficiency and achieve business results.

Review and analysis of work processes and work schedule information (e.g., exception reports, volume delivered/hour, miles driven, car set up, hours worked, accidents, etc.) to identify opportunities to reduce costs and improve performance.

Other Duties

- Completion of administrative tasks (i.e., performance reviews, accident reports, service failures, training, load audits, ad/cuts) in a timely, accurate manner to facilitate the execution of the dispatch plan through the Service Providers.
- Use of the Balanced Scorecard and Quality Improvement Process to monitor workgroup performance against business goals.
- Completion of required audits during on-job supervision to ensure adherence to UPS policies and procedures.
- Utilization of technology (Orion, PAS, Telematics, etc.) to identify opportunities for performance improvement and risk mitigation.
- Communication with customers to respond to service concerns, build relationships, and determine solutions that meet business goals.
- Uncovering business opportunities and forwarding information to the proper department (i.e., dispatch supervisor, center management, and business development) for follow up.
- Encouraging service providers to identify and forward volume development opportunities to management.
- Creating a customer focused work environment to emphasize safety, service and focus on building the business.
- Communicating customers' business needs to employees to provide an understanding of job responsibilities and how actions impact customers.

Achievements:

Earned two promotions within first year with company - Preloader>Preload Supervisor>On Road Supervisor

Representative to Business

Cellular Sales (Verizon Wireless) - Massena, NY

February 2019 to September 2020

Responsibilities:

Sales, customer service, business account specialist, maintain knowledge of new and old promotional offers, cash handling, inventory tracking.

Achievements:

"Greenhorn Hall of Fame" - \$7K commission in one month, within first 4 months with company.

"Black Coat" - over \$7K commission in one month.

"Comma Club" - over \$1K commission in one day.

"Perfect Customer Service" - all 10/10 customer reviews per quarter.

Promotion - Representative to Business (R2B) from Sales Representative after first year.

Dog Sitter/Walker

Rover.com - Salem, OR

September 2015 to February 2019

Walking, training, and boarding.

Responsibilities:

Communicating with clients, medication administration, exercise, general care, etc.

Achievements:

An abundance of 5 star reviews

Kitchen Aide

Maka by Mana - Paia, HI

October 2016 to January 2017

Various kitchen duties: Food preparation, customer service, cleaning, dishwashing, taste testing, etc.

Was agreed upon from the start to be a temporary/seasonal gig - a healthy and delicious means to better enjoy an extended vacation on Maui.

Farm Hand "WOOOFer"

WOOOF USA - Port Townsend, WA

April 2014 to September 2015

WOOOFers participate in the daily life of hosts, help on the farm, learn about sustainability, experience new cultures and meet new people. Hosts provide free room & board, with varying rates of pay.

What is WOOOF?

Worldwide Opportunities on Organic Farms (WOOOF) is a worldwide movement to link visitors (WOOOFers) with organic farmers, promote a cultural and educational exchange, and build a global community conscious of ecological farming and sustainability practices. WOOOF started 50 years ago

and has grown from a small group in the 1970's to a worldwide community of hundreds of thousands of people today.

Crew Member

McDonald's - Queensbury, NY
October 2011 to October 2012

Responsibilities:

Food preparation, customer service, cash handling, maintaining clean restaurant etc. Consistently met and exceeded expectations.

Education

Driver in CDL-A

The CDL School - Menands, NY
June 2022 to August 2022

Driver

UPS Driver School - Halfmoon, NY
November 2021 to November 2021

Some college in Honors Psychology, English & Biology

Finger Lakes Community College - Canandaigua, NY
2013 to 2014

GED

Glens Falls Senior High School - Glens Falls, NY
September 2009 to May 2013

Skills

- Load & Unload
- Research
- Packaging
- Physiology Knowledge
- Microbiology
- Medical Terminology
- Anatomy Knowledge
- Heavy Lifting
- Sales
- Management
- Financial services
- Financial statement preparation
- Windows
- Driving
- Conflict Management

- Account Reconciliation
- Meal Preparation
- Computer literacy
- English
- Commercial driving
- Pet Sitting
- Payroll
- Delivery driver experience
- Management
- Customer service
- Sales
- B2B sales
- Basic math
- Farming
- Office Management
- Truck driving
- Tanker
- Tractor-Trailer
- Industrial equipment
- Manual Transmission Experience
- Freight Experience
- Box Truck

Languages

- Spanish - Intermediate

Certifications and Licenses

DOT Medical Card

October 2021 to October 2023

CDL Class A

August 2022 to September 2023

Endorsements:

Tanker

Air brakes

Doubles/Triples

Hazmat (currently in process of obtaining)

No restrictions

Manual transmission

Non-excepted Interstate

Assessments

Forklift safety — Familiar

September 2021

Best practices and safety hazards in forklift operation

Full results: [Familiar](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.