Sam Rivera

AFTER

EXPERIENCE

Operations Supervisor · Morrow Service Works

July 2023–Present

- Supervise four dispatch coordinators and maintain one daily service schedule with depot leads. Assign follow-ups across the team and escalate scheduling conflicts.
- Co-developed a parts-kit checklist with depot staff and followed up on unchecked kits the day before repair visits. Job records noted missing parts in 12 of 40 visits in an early sample and 4 of 40 in a later sample.
- Set up a shared Excel handover log so four dispatch coordinators across two shifts could see each open job’s status, last customer contact and next owner.
- Wrote a booking guide and coached two new dispatchers through practice and supervised shifts until they could handle routine bookings and rescheduling independently.
- Logged recurring parts problems and verified order numbers with the depot so purchasing had specific examples to take to suppliers. One supplier corrected a confusing part listing.

Service Administrator · Cedar Path Skills Center

August 2019–June 2023

- Consolidated room bookings and workshop rosters in one shared sheet. Reception logged six booking clashes in the eight weeks before the change and one in the eight weeks after.
- Added a practical-arrangements question to the workshop booking check and briefed instructors in advance so they could check rooms and materials before learners arrived.
- Coordinated with reception and instructors to give each open booking enquiry a named owner and a clear next action.

EDUCATION

Associate of Applied Science, Business Administration, Fictional Lakeside Community College, 2019