Sam Rivera

BEFORE

EXPERIENCE

Operations Supervisor · Morrow Service Works

July 2023–Present

- Supervise four dispatch coordinators and coordinate daily work with depot leads.
- Improved preparation of parts kits for scheduled repair visits.
- Introduced a clearer process for handing unfinished jobs between shifts.
- Helped train dispatchers on booking and rescheduling service visits.
- Worked with purchasing on recurring supplier problems.

Service Administrator · Cedar Path Skills Center

August 2019–June 2023

- Maintained workshop rosters, room bookings and learner communications.
- Improved how workshop access requirements were passed to instructors.
- Worked with instructors and reception colleagues to resolve booking problems.

EDUCATION

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