


Cynthia Glum

Operations Supervisor

I am an Operations Supervisor with over 5 years of experience. I have a proven track record in managing and improving operations for my company. I am a motivated leader with excellent communication skills. I am able to work well under pressure and meet deadlines.

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2450 Main Street, Hartford, CT 
06106

Education

**High School Diploma at
Hartford Public High School,
Hartford, CT**

Aug 2012 - May 2017

I have learned how to study for and write exams, how to do research, and how to communicate effectively with my peers and teachers.

Links

[linkedin.com/in/cynthyaglum](https://www.linkedin.com/in/cynthyaglum)

Skills

Communication



Organization



Planning



Time Management



Problem Solving



Conflict Resolution



Languages

English



Arabic



Employment History

Operations Supervisor at General Dynamics Electric Boat, CT

Jun 2022 - Present

- Led a team of 12 in the daily operations of the warehouse.
- Supervised and coordinated the receiving, shipping, and inventory control functions for 500 SKUs.
- Implemented new process that resulted in 10% increase in productivity.
- Trained and developed 3 employees who were promoted to supervisor positions within 1 year.
- Achieved 99.5% accuracy rate for shipments.

Assistant Operations Supervisor at United Technologies Corporation, CT

Jul 2017 - May 2022

- Led a team of 12 in the daily operations of a busy warehouse.
- Increased efficiency by 30% through process improvements and implementation of new technologies.
- Trained and developed 3 new supervisors, who are now successfully leading their own teams.
- Negotiated with vendors to secure lower prices on inventory, resulting in an annual savings of \$50,000.
- Developed and implemented a system for tracking employee performance metrics which has resulted in improved individual performance as well as overall departmental productivity.

Certificates

Certified Production and Inventory Management (CPIM)

Dec 2020

Certified in Logistics, Transportation, and Distribution (CLTD)

Feb 2019

Memberships

American Management Association (AMA)

Institute for Operations Research and the Management Sciences (INFORMS)