**[Information Systems Business Administration](https://www.postjobfree.com/resume/ad1r5e/information-systems-hyattsville-md)**

**Location:**Hyattsville, MD, 20781

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**Resume:**

Mikkii Yvonne Grant

1302 Split Rock Lane, Fort Washington, MD 20744

301-793-9629

mikgrant01@hotmail.com

OBJECTIVE: To continue my career with an organization that will utilize my

MANAGEMENT & ADMINISTRATIVE skills to benefit mutual

growth and success.

EDUCATION:

Oct 2009 MSIS (Masters of Science Information Systems)

Stratford University, Falls Church, VA

March 2009 IMBA (International Masters of Business Administration)

Stratford University, Falls Church, VA

Jun 2007 BBA Business Administration

Jun 2007 AACIS Computer Information Systems

Strayer University, Camp Springs, MD

Graduate with a GPA of 3.89 on a 4.0 scale

Dean’s List

EXPERIENCE:

Food Lion Inc. April 2022-Present

Overnight Stocker

Maintain shelf allocations by stocking from tag to tag

Place only saleable merchandise on the shelves

Ensure that ordering, receiving, preparation, conditioning and displaying of merchandise is done in accordance with policies and guidelines

Understand and use company tools such as; average cost inventory system (ACIS) and ordering (CAO)

Maintain a complete understanding of and adherence to company guidelines, policies and standard practice

Understand and follow Food Safety and Workplace Safety guidelines and procedures

Observe and correct all unsafe conditions that could cause associate or customer accidents

Report all associate and customer accidents in accordance with established Food Lion procedures to the Manager on Duty

Ensure compliance with local, state and federal regulations

Matheson Trucking Inc. July 2021-Present

Operation Supervisor

Monitor operations to ensure that staff members comply with administrative policies and procedures, safety rules, contracts, and government regulations.

I plan, organize, or manage the work of subordinate staff.

I analyze expenditures and other financial information to develop plans, policies, or budgets for increasing profits or improving services, ensuring expenses are consistent with approved budgets.

I complete all required reports and substitute for other managers during absence.

I am expected to hold weekly safety meetings, manage any injury/accident events with Risk Management, conduct safety reports and investigations as required, address employee voiced safety issues, and resolve any safety hazards within the station/operation.

I establish employee schedules and work hours, review employee timesheets, manage hours to eliminate overtime, and correct employee punch errors.

I counsel, discipline and coach employees, conduct employee training, ensure adequate staffing, monitor attendance, track shifts, correct payroll errors and make adjustments as needed.

Wisetek Solutions Sep 2020-Sep 2021 Operations Supervisor

Lead a team of operations/drivers to ensure targets for quality/services/cost are achieved

Took responsibility for people and production, prioritizing safety and quality.

Develop team leads and other members.

Initiate and drive improvement projects with the principles of lean manufacturing

Manage department KPI’s and drive improvements.

Participate in recruitment of new team members and manager training requirements.

Develop/facilitate cost improvement initiatives.

Coordinate and patriciate in general housekeeping of work areas.

Ensure employees are treated correctly in compliance with company procedures.

Lasership, Hyattsville MD Dec 2018-July 2019

Sort Supervisor

Develop & implement procedures that optimize warehouse time and efficiencies

Create work policies to enhance safety and time management

Provide senior management timely operational reviews and improvements to increase efficiencies

Ensure local and global KPI targets are being met

Directly supervises employees. Carries out supervisory responsibilities in accordance with company policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Detail oriented with effective communications skills, both written and verbal.

Demonstrated ability to effectively lead others

Kohl’s, Burke, Virginia

Operations Supervisor Oct 2015 to Dec 2018

Demonstrates leadership as a problem solver and decision-maker via the “Yes We Can” policy by efficiently resolving customer’s questions and requests. Leads fellow Associates through Yes We Can actions and behaviors.

Leads and assists Freight and Ad Set teams to execute Company standards in the areas of the 5 Basics: replenishment, signing, sizing, clearance and clean store.

Ensure Ad Set consistency via the Ad Set Audit in an effort to deliver sign accuracy everyday.

Effectively participates in the E3 program following Company best practices and effectively executes Company directives.

Observes and coaches Associates as necessary to improve performance and behaviors.

Ensures all Associates safely operate equipment, following safety rules and regulations as outlined in the Safety Manual.

Provides input to Supervisor on performance and disciplinary issues of Associates; provides additional input to Supervisor regarding Associate performance appraisals.

Required to execute store openings procedures as H2 according to Company policy.

Offers suggestions for improvement to Store Management.

Employee of the month Oct 2017 & June 2018

United Parcel Services (UPS), Waldorf, MD

Health & Safety Supervisor/Operation Supervisor Oct. 2008 to Present

I am flexible due to I rotate my shift between the morning and evening to supervise over 150 employees.

Information Systems I manage for UPS:

On Road dispatch systems (ODS) which allows me to stay in communication with drivers

Package Center Information Systems (PCIS) allows me to ensure complaints are being resolved quickly and professionally. It also allows me to make sure addresses are correct.

Customer Center Professional Shipping System allows me to check on the processing and tracking customer’s package to ensure timely delivery.

Telematics System allows me to monitor driver’s stops per hour, area they are covering, speed and fuel efficiency which I am able to monitor productivity and performance.

I was given the responsibility of enhancing safety performance, training, coaching and mentoring the administrators, facilitators, clerical staff, drivers and management. For the last two years I made sure we were in compliance with the Occupational Safety Health Administration (OSHA) and Environmental Protection Agency (EPA) regulations that we the Waldorf, MD facility passed the audit. I also managed all employees’ injury claims in an effort to minimize lost time and light duty claims. I worked with local medical facilities to ensure that injured employees are placed on light duty as quickly as possible and are returned to full-duty status promptly.

Account Manager, North Potomac, MD

Enterprise-Peoples, Inc., MD Nov. 2009 to Dec. 2011

This was a contract position working with FBI. Worked very closely with the CEO’s to communicate the needs of client’s goals and expectations. The project I worked on was an international tracking systems for the K-9 units. This system would keep track of each individual canine time worked and all other information on the canines and for whatever country this information was drawn from the system would be in that language and writing. I would review all clients’ deliverables to ensure quality standards and client expectations were met.

Maryland National Capital Park and Planning Commission, Fort Washington, MD

Program Facility Manager April 2008 to April 2009

I managed the day-to-day administration of teen camps to include supervision and coordination of all activities.

Army National Guard’s 63B (light wheeled mechanic) Fort Jackson, South Carolina 1985-1987

Certification: Hazmat Designated Responder/Trainer