

Michael Key

Shift Supervisor - Duane Reade

Jamaica, NY 11435

michaelckey5_fgx@indeedemail.com

+1 631 530 5308

Authorized to work in the US for any employer

Work Experience

Warehouse Supervisor

Parallel Products - Bronx, NY

December 2021 to Present

- Supervised and provide guidance to a team of recycling associates, including scheduling, training and performance management.
- Ensure all employees follow proper safety protocols and adhere to company policies and procedures.
- Implement and enforce recycling processes, including sorting, separation, and cleaning recycling materials according to established guidelines.
- Monitor and maintain inventory levels of recycling material, ensuring sufficient supply and efficient utilization.
- Collaborate with maintenance and logistics team to ensure all equipment and machinery are properly maintained and operational.
- Conduct regular inspections of recycling facility to identify any potential hazards or operational inefficiencies.

Shift Supervisor

Duane Reade - Manhattan, NY

March 2016 to September 2021

Assuming full management responsibility in the absence of the store manager, I improve store sales and profitability through proper item merchandising and the training and development of all associates, while offering customer service and monitoring that of team members I offer model diligences and distinguished customer service with action plans, team incentives and team building exercise.

- Offer assistance with products and services including but not limited to Duane Reade customers but clinic patients
- Provide great customer service practices through interpersonal examples including but not limited to greeting customers within 5 feet of me, eye contact, being courteous and knowledgeable.
- Supervise all aspects of store between the opening, closing and changing of shifts.
- Task delegating; Assigning daily operations responsibilities for store team members
- Scheduling team members
- Supervise register counts, withdraws from bank, safe deposits, oversee all aspects of bookkeeping including ledger, invoices, cash reports and time records
- Merchandise new products and implementing sets of basic department standards including display tables, promotional space, discount pricing, signs, advertising and more
- Analyzing inventory trends
- Inventory management

- Asset Protection
- Implement store organization through proper hiring and placement, on-boarding and scheduling of work assignments
- Ensuring store cleanliness and manage repairs
- Analyze financial data; develop action plans to increase sales
- Analyze pharmacy performance to enhance pharmacy performance

Teamlead/Warehouse Worker/Forklift Operator

Plated Inc - Bronx, NY

March 2015 to October 2015

Lead a team of warehouse personnel in a fast-paced environment.

- Ensure ingredient quality at all times.
- Oversee organization and inventory records and performing inventories as requested by GM
- Responsible for consistent quality and quantity of product: perform random spot checks.
- Oversee final quality checks and production flows. while adhering to temperature guidelines.
- Maintain accurate records for all inventories, HACCP plans and other records as requested
- Assist in various ad hoc assignments as directed
- Use logic, common sense, and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems and escalate to management
- Follow all Food Safety guidelines, but not limited to: GMP's, Allergen Program, Quality, Sanitation & Safety

Merchandise Associate

Marshall's TJX inc - Manhattan, NY

November 2011 to February 2015

Assisted the daily operations of the store.

- Worked in the areas of merchandise presentation, processing, markdowns and customer service.
- Greeted, interacted with customers on a regular basis.
- Maintained housekeeping standards of area.

Assistant Manager/Cook

Popeye's Chicken Inc - Brooklyn, NY

August 2007 to September 2011

Assisted staff with cooking and preparing meals for customers, and estimated ingredients and supplies required to prepare a recipe.

- Directed staff to perform general interior and exterior maintenance duties such as sweeping, mopping, and collecting debris.
- Trained workers in food preparation, and in service, sanitation, and safety procedures.
- Specified food portions and courses, production and time sequences, and workstation and equipment arrangements.

Childcare Provider

Children's Aid's Society - Bronx, NY

March 2007 to July 2009

Child Care Provider

- Communicated with children's parents or guardians about daily activities, behaviors, and related issues.

- Kept records on individual children, including daily observations and information about activities, and meals served.
- Supported children's emotional and social development, encouraging understanding of others and positive self-concepts.
- Assisted in preparing food and serving meals and refreshments to children.

Education

High School Diploma

Humanities High School New York - New York, NY
September 2000 to June 2004

Skills

- Food Handling
- Food Safety
- Meal Preparation
- Shift Management
- Manufacturing
- Culinary experience
- Leadership
- Supervising experience
- Management
- Warehouse distribution
- Cleaning
- Customer service
- Restaurant management
- Cooking
- Quality assurance
- Laboratory experience
- Forklift
- Leadership
- Production planning
- Fashion retail
- Plumbing
- Construction
- Manufacturing
- Porter experience
- English
- Caregiving
- Working with people with developmental disabilities

- Home care
- Assisted living
- Childcare
- Food handling
- CAD
- Minitab
- QA/QC
- Food industry
- Organizational skills
- CGMP
- HACCP
- Quality control
- Quality assurance
- SAP ERP
- Order entry
- ERP systems

Certifications and Licenses

10 HOUR OSHA IN CONSTRUCTION,5 HOUR SCAFFOLDING BUILDINGS

September 2015 to September 2020

Certified Forklift Operator

Food Handler Certification

Unarmed Security License

March 2023 to Present

8 Hour & 16 Hour Security Guard Certification/License

Forklift Certification

Present

Pallet Jack Certification

Present

ASQC Certification

Certified Quality Auditor

Professional In Human Resources

Senior Professional in Human Resources

Additional Information

Highly enthusiastic and motivated individual seeking employment in a fast pace setting where previous customer service and food handling experience can contribute to the success of the company. Strong ability to adapt to constant change.

Hardworking, reliable, dependable, and effective communicator.

SKILLS

- Strong customer relations / service skills, effective rapport builder with excellent sales abilities.
- Self-motivated, ability to handle multiple tasks simultaneously and handle crisis situations in a calm and capable manner.
- Optimize productivity through individual or team effort and confident personality blended with a strong work ethic.