

Michelle Jacobs

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SUPPLY & LOGISTICS | OPERATIONS

Results-driven, resourceful operations leader with proven experience in leading logistics, administrative programs, and high-level program management functions. A highly analytic thinker with proven ability in handling operational support functions and demonstrated talent for planning and implementing tactical operations and streamlining complex work procedures and processes. Experienced professional with logistic management, staff supervision and production management experience. Exceptional leadership and customer service skills both with internal and external vendors and team. Build and maintain strong relationships with individuals through regular meetings and communications.

- Excellent verbal, written, and interpersonal communication skills, strong ability to communicate with small and large stakeholders, influencing business and strategic organizational decisions.
- Experience executing business strategy activities, including workforce development, strategic planning, process improvement, data analysis, and organizational strategy.
- Proven ability to quickly assess issues and challenges, utilize applicable data and innovative methodologies, and develop solutions in the best interest of long-term gain for the client/customer.
- **Technical Skills:** Proficiency in M.S. Office (Excel, Word, Outlook, PowerPoint) SharePoint, Global Air Transportation Execution System (GATES)
- **Areas of Expertise:** Team Management, System Lifecycle Management, Quality Assurance, Procurement, Training & Compliance, Data Analysis, Records Management, Strategic Planning & Implementation, Risk Management, Professional & Leadership Development, Preventive Safety & Maintenance, Communications, & Organization, Acquisition Management, Utilization Management, Material Handling, Transportation

PROFESSIONAL EXPERIENCE

Supply Clerk

Orlando Police Department, Orlando, Florida

04/2020-Present

Performs responsible clerical, administrative, manual labor, and accounting tasks related to the purchase, receipt, storage, issuance, and inventory of uniforms, supplies, services, and sensitive equipment such as weapons, ammunition, Tasers, radios, body armor, and ballistic shields. Filling in as the department Mail/Courier clerk, transporting sensitive documents. Work involves driving a Ford F250 truck with lift-gate and Ford E250 Cargo Van. Work will also involve operation of equipment utilized for loading, unloading, and moving supplies.

Logistics & Supply Chain Management

- Responsible for receiving and overseeing supplies. Developed and coordinate supply quality control program, ensuring proper safeguarding of sensitive items are controlled.
- Managed the inventory and replenish merchandise periodically, as well as distributes all supplies effectively. Requisitioning, packing, and shipping to different Substations.
- Coordinate with personnel to ensure that they understand supply procedures according to OPD requirements.

Financial Management

- Reviewed purchase orders, tracking invoices, reconciling credit card statement monthly, allocating funds to correct cost centers as stated on the Requisition. Managed correspondence and action items.
- Administered customer service surveys, monitored loss, and improved customer relations—prepared and maintained financial models. Reviewed monthly variance analysis, makes corrections, and recommends changes in policies and procedures to other departments.

Senior Inbound/Outbound Controller/Duty Officer

IAP, Bagram, Afghanistan

07/2017-11/2019

Prioritizes aerial port workload and ensures resources are managed to support the simultaneous loading and unloading of up to four aircraft at one time. Provides oversight and dissemination of information relating to all airlift traffic flow and aerial port operations. Monitors such functions as program planning, resource, fiscal management, training, workforce management, and automated data processing to meet the logistics plan. Provides advice, guidance, and consultation to officials concerning the interpretation and application of analyses.

Operations Leadership

- Supervises, mentors, and develops employees. Facilitates and leads the development of robust and high-impact training to improve job knowledge, increase technical proficiency, promote awareness of safety, heighten morale, and ensure understanding of methodologies. Monitors the status of all aerial port operations, vehicles and material handling equipment to ensure adequate equipment is available to meet operational requirements
- Manage complex base logistics functions to include Operations Compliance, Cargo Movement, Air Transportation, Logistics Plans, Vehicle Maintenance and Management, Ground Transportation, Fuels Management, and Material Management.
- Accountable for implementing daily operational activities, efficient utilization of resources, and execution of key strategies to achieve rigorous organizational goals.

Aerial Port Operations

- Supervises functions such as preparing aircraft load plans, loading, and unloading aircraft, operating automated and manual material handling equipment.
- Initialize passenger billing using the correct doing; uses the Global Air Transportation Execution System (GATES) to research mission data, generate reports and process billing.
- Supervises functions such as preparing aircraft load plans, loading, and unloading aircraft, operating automated and manual material handling equipment.
- Determines and implements necessary safety and security precautions for handling and storing dangerous materials, special cargos, mail, and baggage, operates terminal security equipment and conducts passenger and baggage security inspections.

Air Transportation Craftsman

United States Air Force: Duke Field, Florida

05/2011 – 03/2019

Serve as air transformation craftsman, accountable for fulfilling and managing air transportation activities. Organize schedules while processing qualified passengers and cargo for air movement. Provide supervision in loading and unloading passengers, cargo, and baggage movement in military and commercial-contract aircraft. Steer efforts in arranging and maintaining air movements records and report. Utilize forklift and aircraft loading equipment in the up and download of cargo on aircraft. Coordinate in-transit traceability on passengers and cargo movement using computer systems

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Passenger Terminal Operations

- Supervises functions such as preparing aircraft for loading, and unloading aircraft of passengers and baggage, operating automated and manual material handling equipment.
- Initialize passenger billing using the correct doing; uses the Global Air Transportation Execution System (GATES) to research mission data, generate reports and process billing.
- Determines and implements necessary safety and security precautions for handling and storing baggage, operates terminal security equipment and conducts passenger and baggage security inspections.

EDUCATION

GED, Richland One Adult Education, SC

AS in Transportation Management, In Progress, Expected Completion Date: Jun 2024

Community College of the Air Force, Montgomery, AL

CERTIFICATIONS

Property Accountability, Hazardous Material Handling, Quality Assurance (QA)

PROFESSIONAL DEVELOPMENT & TRAINING

Purchase Card training, Management Skills, Licensed 60K Towner Loader Operator, Licensed 25-45 Passenger Bus Operator, Licensed Forklift Operator

SKILLS

Skillful in written and oral communication • Excellent analytical skills and detail-oriented • Excellent multi-tasking skills • Organizational and prioritization skills • Proficient in the use of Microsoft Office Products • Quality experience • Data management Shipping documentation • Strong communication and interpersonal skills
