

# CHRISTINA CHERRY

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## MANAGEMENT PROFESSIONAL

Demonstrates creative strength, challenges conventional practices, explores new paths, procedures and approaches. Displays a high degree of recognition, acceptance and prestige in dealing with others. Expert in change management, using the synergistic power of team planning to achieve goals and personnel training and development. Excels in analyzing and adjusting work procedures for maximum efficiency. Communicates with credibility and confidence. Possess a strong knowledge of computer fundamentals with advanced knowledge of MS Office Suite, Microsoft Access, QMS, and SPSS programs. Thrive in challenging, fast paced organization.

## SUMMARY OF QUALIFICATIONS

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- ✓ Operations Management
- ✓ Program Development, Analysis, and Implementation
- ✓ Project and Technology Management
- ✓ Management Training and Development
- ✓ Strategic Business Planning

## PROFESSIONAL EXPERIENCE

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### **Fed Ex Express, Memphis, TN, 2001-Present**

#### **Day/Weekend Operations**

#### ***Operations Manager***

- Initiate, plan, direct, communicate and implement sort operations to support PHXR ES1, PO1, IX1 and PML customers daily through the launch of 3 wide body aircraft. Provide leadership direction to 30+ operation employees. Interface with field support to ensure 100% service levels.

### **Planning and Administration, Memphis, TN, 1999-2001**

#### ***Density Improvement Team Manager***

- Coached and counseled team members on technical support, operational excellence and project management activities. Initiated, planned and directed the start up and implementation of the corporate Train-the-Trainer program for corporate density measurement standards. Designed classroom instruction curricula. Provided one-on-one instruction. Audit and analysis of inbound/outbound flights for density measurement through the use of SPC charts and graphs as well as ANNIE.

**CSSD-NHOS, Memphis, TN, 1997-1999*****Domestic & International Command Center Manager***

- Direct all daily and long-term business planning and management functions, staffing, and all business process/infrastructure affairs. Monitor agents responsible for inbound load assignments based on RMAS, AADS, and skill inventory. Responsible for client relationship strategies between off load senior management and GOCC, specifically routing and engineering.

**CSSD-NHOS, Memphis, TN, 1995-1997*****Operations Management***

- Initiate, plan, direct, communicate and implement sort operations to support EWRR & JFK PO1, IX1, ADG and FO freight customers daily through the launch of 6 wide body aircraft. Provide leadership direction to 30+ operation employees. Successfully lead employees to challenge the traditional skill set through the creation and nourishment of a vision of quality. Interface with field support to ensure 100% service levels.

**Southwest Tennessee Community College, Memphis, TN, 2001-Present*****Upward Bound Instructor***

- Tutor for federally funded government program for inner city school students grades 9-12. Student development and core competency subjects include math, science and computer literacy. Conduct need analysis for students based on test scores, proficiency reports and Memphis City School weekly assignments.

**COMPUTERS**

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- **Operating Systems**      *Windows 95, 98, NT, XP*
  - **Software**                      *Word, Excel, PowerPoint, Access, Project, Publisher, QMS, SPSS*
  - **Support and Training**      *Trained colleagues and students on PC usage; experienced in installing computer software/hardware*

**EDUCATION****M.B.A., Master of Business Administration, 2002**

Union University – Jackson, TN

**B.S, Bachelor of Science in Organizational Management, 1998**

Crichton College – City, State