

PETER MOONEY

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New City, NY 10956

PROFESSIONAL SUMMARY

Experienced Office Management and Administration Professional experienced optimizing productivity, efficiency and service quality across various environments. Highly dependable, ethical and reliable support specialist and leader that blends advanced organizational, technical and business acumen. Works effectively with cross-functional teams in ensuring operational and service excellence. Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals. Detail-oriented team player with strong organizational skills. Ability to handle multiple projects simultaneously with a high degree of accuracy.

WORK HISTORY

City Letter Carrier | USPS - Monsey, NY

05/2017 - 09/2017

- Improved customer satisfaction by delivering mail accurately and efficiently to city residents.
- Ensured timely delivery of packages and parcels by adhering to established routes and schedules.

Night Supervisor/Dispatcher | Rockland Taxi - Pearl River, NY

08/2015 - 08/2017

- Improved employee performance by conducting regular evaluations and providing constructive feedback.
- Enhanced workplace safety by implementing and enforcing strict security protocols for night shift employees.
- Streamlined workflow processes for increased efficiency during night operations.
- Supervised overnight staff, delegating tasks to maintain productivity levels and meet deadlines.
- Directed dispatching, routing, and tracking of [Number](#) fleet vehicles.
- Answered phone calls and responded to customer emails.
- Assisted in resolving customer complaints and grievances.
- Scheduled deliveries and pickups according to customer needs.
- Utilized customer feedback to improve customer service.

Shift Supervisor | CVS Pharmacy - New City, NY

09/2012 - 09/2015

- Enhanced team productivity by implementing efficient shift scheduling and task delegation.
- Reduced employee turnover rate by fostering a positive work environment and addressing staff concerns promptly.
- Ensured smooth operations during peak hours by effectively managing resources and staff allocation.
- Improved customer satisfaction rates with consistent quality checks and timely resolution of complaints.
- Increased customer satisfaction and grew business by maintaining close relationships

with customers.

Night Supervisor/ Dispatcher | Knapp McCarthy Taxi - Elmsford, NY 04/2005 - 01/2011

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- Enhanced workplace safety by implementing and enforcing strict security protocols for night shift employees.
- Streamlined workflow processes for increased efficiency during night operations.
- Supervised overnight staff, delegating tasks to maintain productivity levels and meet deadlines.

Police Officer | New York City Police Department - One Police Plaza New York NY 10001

06/1992 - 02/2001

- Enhanced public safety by conducting routine patrols and responding to emergency calls promptly.
- Reduced criminal activity in assigned areas through proactive policing and community engagement.
- Conducted thorough investigations for various cases, leading to timely resolutions and justice served.
- Assisted in the development of crime prevention strategies, resulting in safer neighborhoods.

EDUCATION

Felician University - Lodi, NJ

Bachelor Of Applied Science: Nursing

John Jay College of Criminal Justice of The City University of New York - New York, NY

Bachelor Of Administrative Studies: Police Science

ADDITIONAL INFORMATION

Vol. Firefighter/ Rockland County NY@Hillcrest Fire Co 1