Jeffrey A. Hensley

100 King Rail Drive

Lynnfield, MA 01940

Cell Phone: (617) 417-1609

Email Address: Jeffrey.hensley@su.suffolk.edu

**PROFESSIONAL SUMMARY:**

MBA graduate with a proven strategic business operations and financial management track record. Extensive experience in military logistics and operations management, demonstrating strong leadership and problem-solving skills. Skilled in logistics management principles, coordinating and evaluating logistical actions, and implementing effective solutions. Prepared to drive organizational success through innovative solutions and a diverse background.

Qualifications include:

* Logistics Management
* Process Improvement
* Financial Management
* Effective Communication
* Team Management
* Problem-Solving

**WORK EXPERIENCE:**

**11/15/2022 – 05/04/2024, Event Coordinator; Perfect Parties, Peabody, MA, 20 hours worked per week**

Event Coordinator responsible for managing and executing various events, ensuring high client satisfaction and operational efficiency.

* Developed and maintained relationships with 30+ vendors and venues, ensuring optimal cooperation and event success, resulting in a 20% increase in vendor partnerships.
* Planned and oversaw all aspects of event management, including logistics, seating arrangements, and guest services within allocated budgets, leading to a 15% reduction in overall event costs.
* Addressed potential challenges during events, ensuring smooth operations and high client satisfaction through proactive scenario planning, achieving a 95% client satisfaction rate.
* Implemented logistics solutions that streamlined event setup and teardown processes, reducing time requirements by 30% and enhancing overall event efficiency, aligning with logistics management principles.

**09/25/2020 – 08/18/2022, Concrete Cutter; Affordable Concrete Cutting, Saugus, MA, 40 hours worked per week**

Concrete Cutter responsible for operating precision equipment to cut and remove concrete while ensuring adherence to safety protocols and project specifications.

* Operated precision equipment for cutting and removing concrete, adhering to project specifications and safety protocols, achieving a 98% accuracy rate.
* Managed job site operations, ensuring adherence to safety standards and efficient project execution, resulting in a 15% improvement in project timelines.
* Contributed to team efforts by maintaining equipment and preparing job sites, reducing operational downtime by 20% and enhancing project outcomes.
* Developed and implemented maintenance schedules for equipment, reducing unexpected breakdowns by 25%.

**04/12/2017 – 08/05/2020, Owner-Operator; Mr. Dumpster, Saugus, MA, 50 hours worked per week**

Owner-Operator responsible for pioneering eco-friendly junk removal practices and managing all aspects of the business to ensure customer satisfaction and environmental sustainability.

* Pioneered eco-friendly junk removal practices, focusing on minimizing environmental impact through strategic repurposing, recycling, and competitive pricing analysis, reducing landfill waste by 30%.
* Cultivated strong customer relationships, ensuring satisfaction and repeat business through excellent service and timely execution, achieving a 25% increase in customer retention.
* Directed all operational aspects, from marketing strategies to financial management and strategic business planning, leading to a 40% growth in annual revenue.
* Negotiated contracts with commercial clients, expanding the client base by 20%.

 **06/24/2011 – 06/23/2017, Staff Sergeant, Air Transportation Apprentice; United States Air Force Reserves, Westover AFB, MA, One weekend per month, two weeks per year (12-hour shifts during deployment: 08/21/2016 – 02/21/2017)**

Staff Sergeant responsible for managing comprehensive cargo and passenger operations to support global military objectives while ensuring adherence to safety protocols and operational efficiency. Honorably Discharged with secret security clearance.

* Mastered comprehensive cargo and passenger management operations to support global military objectives, including complicated logistics schedules, cargo load management, and compliance with strict safety measures, enhancing mission readiness by 25%.
* Demonstrated leadership, management, and logistics skills, analyzing data and communicating effectively with management and load teams, improving operational efficiency by 20%.
* Implemented rigorous safety protocols for the handling and storing of hazardous materials, reducing incidents by 30%.
* Operated specialized equipment to load and unload military aircraft, enhancing operational readiness and efficiency by 15%.

**EDUCATION:**

Master of Business Administration in Business Essentials, Suffolk University, May 2024

Bachelor of Management in Entrepreneurship, University of Massachusetts, May 2022

Associate of Science in Accounting, North Shore Community College, August 2016

**SPECIALIZED TRAINING AND CERTIFICATIONS:**

Air Transportation Apprentice Course, 2012

**HONORS AND AWARDS:**

Air Reserve Forces Meritorious Service Medal

Global War on Terrorism Expeditionary Medal

National Defense Service Medal