

Mohamed Farah

Title: Adult Manager City Program
Columbus, Ohio

Personal Information

Name: Mohamed Farah

City, State: Columbus, Ohio

Email: mfarah81@live.com

Phone: 614-332-4669

Address: 5477 Chimney Rock Westerville, OH 43081

PROFESSIONAL HEADLINE

Multi-language Leader Moves People and Products

BACKGROUND / SUMMARY

I am an experienced Supervisor who believes that if you genuinely take care of your employees, they will pay you back with increased productivity and long tenure. I have lived in Somalia, Ethiopia, Djibouti and Kenya and am proud of my persistence there. Here in America, my persistence has enabled me to take on and succeed in managing people, products and shipments.

Professional Experience

Title: Case Manager/ Adult Program Manager

Ethiopian Tewahedo Social Services, Columbus, OH

Jun 2015 - Current

Organization: Non-Profit Social Services

Dates

Description:

- Assists in the recruitment of potential clients through telephone and personal contacts, presentations, and other outreach activities.
- Conducts personal interviews to establish eligibility and needs.
- Coordinate placement and on the job training opportunities.
- Conducts regular one-on-one counseling sessions with participants to review goals work problems and ensure progress is being made.
- Establish partnerships with employers to identify present and future requirements, thus preparing participants for integration into the labor market.
- Performs post-placement follow-up in accordance with organization policy.
- Perform customer service by calling clients to schedule a possible interview with target employers.
- Collaborate with city and county officials to ensure new American clients are self-sufficient and ready for the labor market.

Company: Staff-Mark

POSITION #2, Columbus, OH

2012 - 2014

Title: On-Site Supervisor

Location

Dates

Description: - Selected and maintained all products according to company policy and procedures. Conducted cycle counts and special product counts as directed.

- Trained, coached and counseled employees and temporary employees. Set their workload and schedules.
- Submitted reports on attendance, productivity, loads and out of stock items.
- Interviewed potential employees and hired best candidates. Kept track of payroll.

Title: Operation Supervisor

POSITION #3

2011 - 2012

Company: Integrity Retail Distribution

Location: Phoenix, Arizona

Dates

Description: - Ensured accurate dispatch of trucks and scheduled daily manpower to deliver customers' freight on time and damage free.

- Checked attendance, payroll and performance for 25-38 direct-report employees. Took corrective action (coaching, mentoring, disciplining) as necessary.
- Worked closely with vendors to ensure product satisfaction was met.
- Monitored service freight and ensured cut-time compliance.
- Coordinated movement of trailers and freight by communicating with dispatch at various terminals and dock employees.

Title: Operational Supervisor

POSITION #4

2008 - 2009

Company: Limited Brands, Inc.

Location: Reynoldsburg, Ohio

Dates

Description: - Provided weekly/monthly reports of projections, overall department operations and staff increases or decreases. Ensured achievement of goals and shift production quota.

- Monitored employee attendance, productivity and other performance markers. Provided employee counseling and addressed concerns.
- Enhanced employee enthusiasm through dialogue with leads and team managers, leading to increased productivity.
- Reviewed customer complaints and administered corrective measures.
- Enforced all company work and safety rules during startup.

Title: Dock Supervisor

POSITION #5

2003 - 2007

Company: Fed Ex Ground/Smart post

Location: Grove City, Ohio

Dates

Description: - Interacted daily with customers and vendors. Ensured smooth truck movement and docking.

- Trained associates in package handling. Reported hazardous materials management to shift manager.
- Supervised and monitored employee work performance. Took disciplinary action when appropriate.

Skills and Expertise

Jun 2006 - Current

- Team training include: Inspiring teams to achieve challenging goals, positive feedback, how to develop an effective team, team work, teamwork and interpersonal communication and teamwork and intra-facility communication.
- Grew professional and technical knowledge by attending educational workshops, reviewing professional publications and participating in professional societies.
- Successful recruitment of production level employees, manufacturing supervisory staff, administration staff, engineering professionals, quality professionals, and supply chain/materials staff professionals, among others.
- Coordinating interview presentations, recommending response strategy, developing a theme(s), benefits statements, and an overall look for the presentation, developing presentation materials, participating in presentation rehearsals, and gathering all audio-visual equipment and peripherals;
- Presented technical solutions to upper management using verbal presentation skills and PowerPoint presentations to facilitate capacity planning and budgeting decisions.
- Developed negotiation objectives, negotiating with suppliers, documenting the results of the negotiation and monitoring subcontract performance against service level requirements to achieve, expected results in customer satisfaction and profit expansion.
- Responsible for the direct supervision and training of warehouse supervisors and oversee all functions of warehouse operations.
- Taught up to 20 students language skills, including how to read and write Somali and English.
- Duties: helping the immigration and the clients to fill out paper works and translate from English to Somali, from Somali to English.
- I am good at public speaking, customer service, being people friendly, speaking three languages (English, Somali, Arabic,).

Education

SCHOOL #1

Degree: Master of Arts

School: Ohio University, Athens, Ohio

2013 - 2015

Dates attended

Field of study: Political Science

Description: - Served as graduate research assistant for multiple professors.

- Elected as president of Somali student association during first year of study.

- Served as African student association board member.

SCHOOL #2

- Tutored international students in English language approximately 15 hours per week.

Degree: Bachelor of Arts

School: The Ohio State University, Columbus Ohio

2005 - 2008

Dates attended

Field of study: Political Science & International Studies