

DUNCAN M. MOBEGI

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PROFESSIONAL SUMMARY

Ambitious and process-oriented individual with over 10 years of military, law enforcement, and civilian experience working with diverse teams. With a career supported by a Master of Business Administration with Digital Management degree, I possess a comprehensive background of people management; strengthening compliance; improving processes; and elevating output, quality, customer satisfaction and employee morale. Am versatile in collaborative and interpersonal skills, a dynamic team player with well-developed written and verbal communication abilities. I am also knowledgeable in building and maintaining partnerships and keeping the projects deadline while working within budget requirements.

- LEAN Concepts
- Security Operations
- Risk Management
- Diverse Team Building
- Training and Development
- Policy Implementation
- Public Speaking & Presentation
- Professional Communication
- Crisis Intervention

RELEVANT EXPERIENCE

United States Post Office- Georgetown, TX

2021- Present

Supervisor

Key achievements:

- Improved scheduling and shift workflows which enormously maximized delivery time and minimized employee overtime. This has a potential for huge savings and reducing burnouts.
- Implemented a 24-hour operation to improve mail turnout time and enhance customer satisfaction.
- Introduced customer engagement to effectively handle customer complaints. This has reduced the number of negative feedback and improved our internal processes.
- Introduced internal processing of unbarcoded (dead-mail) from partner couriers intended to local customers instead of returning-to-sender and charging the customer for forwarding services (with customer pre-approval). This has reduced mail-back costs and improved relations with partner couriers as well as the customers.
- Implemented and trained personnel on daily updating of the address system to stay at par with new and upcoming residential developments. This was aligned with application and approval for new postal facilities in new developments.
- Introduced mentor partnering for new employees with experienced ones in the delivery department to help in their training process. This effectively improved the retention rate of new employees and saved the company on training costs.

Duties:

- Effective use of computer and software equipment to prepare documents, input data, compile and generate reports; monitor administrative controls such as personnel automated systems and procedures; completing administrative tasks; generating and analyzing daily reports to ensure appropriate documentation of operations documents; monitor employees' work schedules and attendance for payroll purposes, supervise activities such as the processing of incoming and outgoing mail, and direct and coordinate operational, management, and supportive services of one or several postal facilities.
- Regularly gathering data and information and providing recommendations to management on program management & program analysis, workers' rights, and emergency management.
- Establishing a positive and safe work environment conducive to increasing productivity by treating employees with dignity and respect; defining the roles of employees and clarifying their responsibilities

for the success of the organization; providing employees with the tools and support they need to accomplish their goals.

- Preparing employees for change by establishing and maintaining continuous dialogue with employees; communicating change to employees and reassuring them during the transition process .
- Reviewing financial statements, sales or activity reports, or other performance data to measure productivity, identify areas needing cost reduction or program improvement, determine compliance with standards, laws, and regulations.
- Resolving conflicts and negotiations by directly handling complaints, settling disputes, and resolving grievances and conflicts.
- Supervise the distribution and customer service employees to ensure adherence to quality standards, deadlines, and proper procedures, and correcting errors or problems during the work tour.
- Review records or reports pertaining to activities such as production, payroll, or shipping to verify details, monitor work activities, or evaluate performance, and participating in mail surveys/tests related to quality service performance.
- Discussing job performance problems with employees to identify causes and issues and to work on resolving problems.
- Scheduling and assigning work; determining priorities; shifting employees during tour as the workload fluctuates and coordinating mail flow activities with other supervisors on tour.
- Supervising the on-job training program for processing and distribution employees on the assigned tour.
- Investigating accidents; preparing necessary reports; ensuring compliance with safety regulations and energy conservation practices.
- Meeting customers and major mailers on a regular basis to resolve problems and/or improve service.
- Managing operations using operational plans developed to drive work unit and organizational performance; addressing labor relations issues by applying knowledge of local and national agreements to solve workplace conflicts; analyzing data on a regular basis to determine if adjustments to current operations are necessary to achieve goals.
- Determining priorities of the work unit on a daily and weekly basis; identifying resources (employees and capital) needed to accomplish goals and allocating resources as allowed to support the priorities and goals established for the work unit and organization.

United States Post Office- Georgetown, TX
Sales and Distribution Associate

2020

Duties:

Worked directly with the clients in performing variety of sales and customer service duties at a retail counter which included:

- Accepting and delivering packages and accountable mail; issuing and cashing foreign and domestic postal money orders; accepting and responding to customer claims and inquiries and providing information to the public regarding postal regulations.
- Welcoming and attending to clients; introducing the company's sales and promotional programs to the clients; helping clients in product selection, assisting clients at the self-service kiosk or Mobile Point of Service to complete transactions.
- Providing product and service information to customers, including special offers and related merchandise; promoting products based on customer needs; and providing additional information regarding product features and services.
- Performing passport duties as assigned, including verification of identification and photograph, administering oath, reviewing application for completeness, affixing stamp or seal on application, and ensuring all documents are stored securely and mailed promptly
- Renting post office boxes, receiving rental payments, conducting reference checks, and completing related forms.

Used computer and computer software systems to execute multiple job duties including:

- Processing customer purchases and returns.
- Maintaining sufficient inventory of stamps, stamped paper, other retail products, passport acceptance and

other retail services.

- Collecting deposits, payments or fees averaging about US\$10,000 daily.
- Weighing parcels to determine shipping costs and accurately documenting transactions to facilitate tracking as well as accurate internal financial reporting.
- Computing and maintaining current mailers' credit balances for corporate and regular clientele.

Austin Vet Center- Austin, TX

2020

Office Assistant

Duties:

- Used computers and computer systems to enter data, process information, write reports and correspondence for internal and external use.
- Performed direct administrative activities like preparing staff work schedules and responding to external and internal inquiries.
- Monitored suppliers to ensure that they efficiently and effectively provided needed goods or services within budgetary limits.
- Processed Information through compiling, categorizing, calculating, tabulating, auditing, or verifying information or data.
- Provided customer and personal services which included customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Applied administrative and office procedures and systems such as word processing, managing files and records, and designing forms.
- Utilized personnel automated systems and procedures to determine appropriate steps to input unusual personnel actions and to Ensuring that operational information reported is complete and accurate.

Austin Police Department- Austin, TX

2019

Law Enforcement Officer

- Provided efficient customer and personal service to citizens by applying knowledge of principles, laws and processes as related to crime control, community safety, legal liabilities, and investigative procedures.
- Maintained high level of integrity and service dedication while dealing with a diverse clientele. This included customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Applied critical thinking when dealing with the public by analyzing situations, identifying the strengths and weaknesses of alternative solutions, conclusions, or approaches to various problems which required quick and effective solutions.
- Frequently resolved, negotiated, and arbitrated in complaints, disputes, grievances, and conflicts which did not require legal solutions.
- Effectively used the organization's computer software system to record progress of investigations, to maintain informational files on suspects, and to submit reports to commanding officer or magistrate to authorize warrants.
- Prepared charges or responses to charges, or information for court cases, according to formalized procedures.
- Effectively Applied oral and written communication skills to communicate with supervisors, peers, or subordinates.
- Solved clients' problems by actively listening and providing relevant information by telephone, in written form, e-mail, and in person.
- Prepared and documented over 20 written reports for use in investigation and judicial processes.

United States Army – *Various Location*

2012 – 2019

Operations Supervisor

Served as operations and ammunition supervisor in an organization consisting of 300+ personnel, 200+ heavy wheeled vehicles, field artillery equipment, Air Conditioning units, and high voltage Power Generating Equipment.

- Directly supervised a team of 20 personnel in daily operations, including evaluation and discipline; resulted in 98% productivity in the department.
- Created a culture of success through career development and mentoring of 8 new employees; resulted in 70% college attendance rate.
- Planned and implemented 50 training and operational activities; ensured productive work environment; increased productivity by 40% from the previous year.
- Inspected workplace and identified 15 safety violations; developed plan for corrective actions; mitigated the risks within 5 days; increased safety and security by 30%.
- Orchestrated and supervised preventive and corrective maintenance of vehicles and equipment valued at \$10M; resulted in 60% decrease in maintenance costs from the previous year; saved organization \$500K.
- Identified 10-15 electrical and mechanical problems daily; applied the manufacturer's technical procedures; determined need for specialized repair; boosted equipment readiness by 40% within 3 months.
- Conducted inventory for vehicle and equipment repair parts worth over \$10M and ensuring proper accountability and installation; reduced maintenance costs by 40%.
- Supervised the loading and securing of military artillery equipment, heavy wheeled vehicles, and military choppers at the railway yards and shipyards to prevent freight movement and ensure safe transport.

Safety Supervisor

Led, mentored, and trained a 6-person team conducting vehicle and equipment maintenance, and security operations training in support of special operations for a period of 3 years.

- Managed operations of heavy company equipment valued at \$20M in all types of weather and conditions with ZERO injuries or accidents over 24 months.
- Submitted 5-10 reports daily; used Microsoft Office, Power Point, and company database software; maintained reports with 100% accuracy and accountability.
- Planned and coordinated 40 training exercises; facilitated and demonstrated survival skills to 100 students; ensured department readiness during emergency, conflict, and crisis intervention.
- Supervised ground and sea transportation of multi-organizations equipment valued over \$50M for pre- and post-deployment missions; received an award.
- Provided timely and lasting solutions to equipment maintenance; conducted root cause analysis of mechanical and electrical failure; addressed unexpected maintenance and operational problems; Improved company efficiency.
- Supervised a maintenance program; sustained a 90% operational readiness rate on equipment valued at \$40M achieved 10% above organizational standards.

Security Officer

- Operated complex weapons and communication systems to support mission capability.
- Inspected 60 assigned company vehicles and equipment valued at \$10M documented for defects and safe operating condition before, during and after trips; submitted written report on the condition of vehicles; resulted in ZERO personnel accidents and equipment losses.
- Participated in the physical fitness training program consisting of strength and cardiovascular conditioning exercises; attained a master fitness level score of 290 out of possible 300 points in the semi-annual physical fitness test.
- Monitored video surveillance equipment and reported any incident or occurrence by adhering to company, state, and federal government guidelines while on duty; achieved 100% security measures implementation.
- Patrolled corporate buildings and premises to prevent and detect signs of intrusion and ensure security of doors, windows, and gates.
- Conducted identification verification and vehicle inspections for employees, visitors, contractors, and the public; ensured 100% security at the organization.

ADDITIONAL WORK HISTORY

Fry's Electronics, Sales Specialist – *Palo Alto, CA*
Minto Properties, Real Estate Agent – *Nairobi, KE*

2012
2004 – 2012

EDUCATION & CERTIFICATIONS

MBA with Digital Management (3.92 GPA) | St Edwards University, Austin, TX
Bachelor of Arts, Criminal Justice (3.7 GPA) | American Military University, Charles Town, WV
Lean Six Sigma | *Black Belt*

Specialized Military Training:

Commercial Driver License | Leadership Development Course | Fuel Handling Training
Army virtual learning (500 hrs.) | Advanced life Savers Course | Resilience Training | Suicide Prevention Training
Sexual Harassment and Prevention Training | Basic Force Protection Training School | Air Special Operations
Hazardous Materials Managing | Advanced Skills Course (Power Generation Equipment Technician)

NOTABLE AWARDS

Army Commendation Medal
Army Achievement Medal

TECHNICAL SKILLS

Software: Microsoft Office (Word, Power Point, Excel, Visio), Tableau,
Operating Systems: MacOS / Linux (Ubuntu) / Microsoft Windows