

EDDIS GUDGEL

Program Supervisor

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(188) 277-2113

123 Elm Street, Omaha, NE 68102



PROFILE

Results-driven Program Supervisor with 2 years of experience in program management, team leadership, and process improvement. Demonstrated ability to oversee daily operations, ensuring timely delivery of projects while maintaining high-quality standards. Proven skills in collaborating with cross-functional teams, problem-solving, and implementing innovative solutions to achieve program objectives. Committed to fostering a positive work environment and driving continuous improvement for organizational success.

LINKS

[linkedin.com/in/eddisgudgel](https://www.linkedin.com/in/eddisgudgel)

SKILLS

Time-management



Delegation



Conflict-resolution



Budgeting



Microsoft-Excel



Team-building



Decision-making



LANGUAGES

English



Italian



HOBBIES

EMPLOYMENT HISTORY

● Program Supervisor at Boys Town, NE

May 2023 - Present

- Successfully implemented a new program initiative that led to a 25% reduction in behavioral incidents among the youth population, resulting in safer and more supportive environments for both staff and residents.
- Managed a team of 15 staff members, providing consistent training and professional development opportunities, which led to a 90% staff retention rate over a two-year period, significantly higher than the industry average.
- Oversaw a \$500,000 annual program budget, consistently meeting or exceeding financial goals and ensuring efficient allocation of resources, ultimately contributing to a 30% increase in successful program outcomes and long-term stability for participating youth.

● Assistant Program Supervisor at National Indemnity Company, NE

Jul 2021 - Mar 2023

- Successfully managed a team of 10 program assistants, resulting in a 15% increase in efficiency and a 20% reduction in errors across all projects.
- Implemented a new training program for incoming staff, leading to a 30% decrease in onboarding time and a 25% increase in overall employee satisfaction.
- Oversaw the development and launch of a new software system for tracking program progress, which led to a 35% improvement in reporting accuracy and a 10% reduction in project completion time.

EDUCATION

Master of Science in Program Management at University of Nebraska-Lincoln, NE

Aug 2017 - May 2021

Relevant Coursework: Project Management, Risk Management, Quality Management, Operations Management, Strategic Planning, Financial Management, Procurement and Contract Management, Human Resources Management, and Organizational Leadership.

CERTIFICATES

Project Management Professional (PMP)

Mar 2022

Certified ScrumMaster (CSM)

May 2020