

Terrence Price

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Experience

UPS *(New Orleans, Louisiana)*

March 2004 - Present

IT Department Supervisor, 3/04 to 5/08

Tasked with managing inventory and stock of electronic equipment and services rendered by equipment. Proactively maintaining communication throughout shifts concerning acquisition and monitoring of company key performance indicators. Maintaining continued contact with the chain of command and advising forward-thinking strategies on improvements. Troubleshoots any computer or server related issues and also ensures that the latest patches and updates are installed on all systems.

Operations Supervisor, 07/09 to 10/16

Responsible for overseeing the day-to-day operations of the facility with a focus on safety, quality, and production. The Operations Supervisor will directly supervise a team of 20 front-line supervisors to ensure smooth business operations, increase customer satisfaction, and deliver revenue growth.

Training and Development Supervisor, 12/21 to Present

Responsible for a team of 15-20 front line supervisors who supervise package handlers while training and developing workgroups on their safety, production, and attendance. Sets and maintains high standards for account productivity, accuracy, customer service, organization, communication, cooperation, and safety. Ensures that all employees adhere to safety policies and procedures at all times, operating in full compliance with department, station, corporate, and OSHA requirements.

PICKUP *(Remote)*

June 2018 – April 2020

Field Quality Manager, 6/18 to 9/18

Managed all deliveries and drivers in the Greater New Orleans Area. Responsible for ensuring that all deliveries are fulfilled in accordance to company policies and protocol. Communicate with customers to result any issues and provide feedback on behalf of the company.

Market Owner, 9/18 to 4/20

Managed entire New Orleans and Baton Rouge market including training and onboarding of all new delivery drivers. Responsible for all customer service issues, store visits, and networking with local store managers to help build the PICKUP culture.

Delgado Community College *(Remote)*

Feb 2024 – Present

Cyber Security Instructor

Educate and empower students with the knowledge and skills necessary to navigate the ever-changing landscape of cybersecurity. Design and deliver engaging lessons, covering topics such as network security, ethical hacking, and data protection. Guide students in developing practical skills and critical thinking abilities.

Education

University of New Orleans, New Orleans, LA

Bachelor of Science in Business Administration, Minor in Management. One year of Computer Science.

UPS

Corporate Training Manager Certification – UPS Corporate Instructor Schools *(Chicago, IL)*

CompTIA

IT Fundamentals (ITF+) Certification

Security+ Certification

CySA+ Certification (Nov 2024)

TestOut

IT Fundamentals (ITF+) Certification

Security+ Certification

CySA+ Certification

Delgado Community College

IT Fundamentals (ITF+)

Security+

CySA+

Technology

Linux, SQL, JavaScript, Slack, Microsoft 365, Windows, MacOS, QuickBooks, Google Docs, Skype, Zoom, Adobe Creative Cloud, Final Cut, HubSpot, Workday, Forms.com, SQL, Wireshark

Accomplishments

-2023 Management Excellence Award

-2019 Top Market – PICKUP

-2018 Corporate Training Manager School, Method Master, Chicago Illinois

-2005, 2006, 2007, 2016, 2017, 2021 Safety Champions, Mid-South District, UPS

-2013 Business Simulation Champions, UPS Corporate Schools, Chicago, Illinois