

DANIEL OWSIANKO

POSTMASTER

CONTACT

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Bristol, CT

EDUCATION

Marketing, BS
Central Connecticut State University

SKILLS

PROFESSIONAL

People Management
Employee Training
Time Management
Conflict Resolution
Regulation/Process Adherence
Goal-specific Coaching
Data-driven Goal-setting

SUMMARY

Organized and deadline driven leader that strives for achieving completion of projects and initiatives in a precise manner. Dedicated professional with proven performance in management, leadership and communication. Frequently praised as hardworking by my peers, I can be relied upon to help your company achieve its goals.

EXPERIENCE

POSTMASTER

Sept 2021 - Present

United States Postal Service, Plymouth CT

- Responsible for day-to-day management, customer service excellence and operational strategy for the Plymouth CT USPS office
- Manages a team of 5 USPS employees; in charge of hiring, employee development
- Sets KPIs and holds employees to performance goals and standards
- Responsible for meeting and exceeding customer satisfaction scores: Finishing FY 2022 with 100% Retail Window and Overall Customer Service Request Score of 100%
- Works alongside union and non-union workers in a highly-regulated industry
- Obtains bids for proposed purchases to requisition and disburse funds according to federal regulations
- An in-person and remote point of escalation for customer service grievances and complaints. Responsible for seeking resolution with customer in mind while adhering to federally-dictated regulations
- Responsible for ensuring public is aware of and compliant with postal laws, regulations and services available to the general public
- Creates weekly schedules to ensure consistent and adequate coverage proportionate to customer demand
- Invested in employee development through skilling, coaching and on-the-job observation

RETAIL SPECIALIST

Nov 2015 - Sep 2021

United States Postal Service, Hartford CT

- Acted as the Subject Matter Expert for employees for Post Offices in Connecticut, Rhode Island and Western Massachusetts.
- Ensured timely deployment and installation of Retail equipment that included traditional Point-of-Sale components, self-service kiosks and mobile Point-of-Sale devices
- Produced revenue reports and collected data in order to present revenue generating ideas to upper management
- Created and maintained Excel spreadsheets to monitor compliance of the Sarbanes-Oxley (SOX) Act, Payment Card Industry (PCI), and other Postal related initiatives including Quality Performance Reviews with USPS Business Partners and supply count management
- Organized contests to generate revenue and drive friendly competition among the Post Offices in the district