Earl L Adams IV

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Career Summary

Detail-oriented operations manager with an IT background, using Lean and Agile mythologies and tools to eliminate waste, reducing cost, maximizing inventory, and creating a balanced operational process. My skills allow me to work in all environments and different sized teams. My passion for process improvement not only allows me to look at a current problem but also plan for a bigger (future) solution.

Professional Experience

Site Ops Technician (Logistics & Infrastructure): Twitter (Atlanta, GA) August 2020-Present

 Plan, oversee and participate in designing and maintaining a sophisticated supply chain ecosystem for Twitter’s growing fleet; multi-functional exposure and the ability to create impacts on twitter’s Infrastructure delivery and customer satisfaction by driving processes, solutions, and supply chain tools.

* Plan, oversee and participate in the warehouse operations and activities of the location; receive, process and issue warehouse stock; ensure stock and warehouse facility is maintained in a safe, clean and orderly condition.
* Lead strategic negotiations with server hardware vendors, including negotiating cost reductions, lead RFPs and purchase proposals.
* Process requisitions for supplies; prepare various merchandise for delivery; prepare packages for shipping in accordance with established procedures.
* Communicate with various team members and involved parties, vendors and others to provide and receive information, resolve questions, issues, and coordinate activities.
* Train, provide work direction and coordinate the schedules and activities of assigned personnel; assist in training workers in computer operations, and filling, shipping and stocking supplies.

Operations Manager: Instawork (Atlanta, GA) March 2020-July 2020

Our vision at Instawork is to create economic opportunity for local businesses and professionals, globally.

* Launched Atlanta market.
* Managed partner (client) and professional (temp) relationships.
* Oversaw 10 direct partner contracts.
* Used CRM software (Salesforce) to locate and close more opportunities, accelerate productivity, and gain more market insight.
* Vetted professionals for optimal compliance for gig jobs ie; transportation, skillset & professionalism.

Operations Specialist: Lyft (LBS) (Atlanta, GA) May 2019–March 2020

Manages operations of Lyft’s central maintenance facility to ensure reliability and availability of our scooter fleet, as well as overall operational excellence for the local micro mobility program.

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* Managed daily operations of the Atlanta Market.
* Responsible for warehouse safety and upholding OSHA guidelines.
* Using Lean principles, I was able to decrease van usage by 30% and reduce payroll by 10%.
* Observed, created, and implemented SOPs.
* Developed reports on obtaining KPI goals.
* Monitored theft/loss rate of scooter in market.
* Tasked with overseeing rental van maintenance, in which I built a service deal with Pep boys reducing all (at fault) services by 5%.

Operations Manager: Infinite Energy Center (Duluth, GA) February 2014– March 2019

Planned, directed, and coordinated operational process using Lean principals.

* Responsible for 15 direct reports.
* Decreased payroll using Lean principals.
* Collaborated with sales team to achieve corporate goals.
* Developed management reports and over 15 KPI’s for senior executive team.
* Applied Lean process improvement to increase productivity.
* Maintained responsibility for recruiting, hiring, and training supervisors and seasonal employees.
* Implemented safety SOPs & maintained arena/warehouse under OSHA guidelines.
* Implemented employee safety initiative with a 0% injury rate for 6 months.
* Addressed customer service inquires in a timely and accurate fashion.
* Preformed weekly team meetings and biweekly one on one meeting to gauge moral.

IT Support Specialist: Apto Solutions (Atlanta, GA) October 2012– January 2014

Assisted computer users with setup, maintenance, troubleshooting, and any other problems. Used Agile principles when pushing out new software.

* Tracked all issues and ensured timely resolution of problems, reducing response time from 24 hrs. to immediate.
* Received anywhere between 30-50 called on a day to day basis.
* Installed desktop image, operating systems, and applications.
* Performed hardware and account setup for new employees.
* Provided off hour support for high priority issues.
* Implementing Agile, I undertook special projects including Office 2007 upgrade and hardware upgrades.
* Responsible for creating email and domain user access accounts for new users.
* Created Documentation used for training and troubleshooting. (SOPs)
* Technical Problem solving dealing with various proprietary software issues as well as HTML issues.
* Assessed all calls and made sure the resolution time met or exceeded company standards.

Logistics Supervisor: Target (Atlanta, GA) April 2012 – October 2012

Organized the distribution of goods while overseeing fleet management and coordinating staff.

* Increased warehouse receiving efficiency by 5% implementing Standardized Work practices and 5S.
* Advised organizational leadership on efficient employment of equipment and personnel.
* Supervised, trained, and mentored a team 0f 5 employees, 15-20 temps.
* Liaison to headquarters and supply chain management, overseeing 500 thousand in merchandise.
* Ensured project deadlines were met by observing warehouse management system.
* Maintained computer and other records and files associated with receipts, distribution, returns, repairs, maintenance, and disposal of parts, supplies, equipment, and vehicles.

Education

Computer Science, Bachelor of Science, Catawba College (Salisbury, NC) 2008-2012

Lean Six Sigma (Green Belt), Udemy, Dec 2019

Agile Product Management, Udemy, Dec 2019

Skills

Management: Lean Six Sigma (Green Belt), Agile Specialist, Implementation, Hiring manager, People Management, Conflict Resolution, Setting employee goals and Annual reviews.

Communications: Meetings, Negotiations, Presentations & Reports.

Financial: Budget, Forecasting, Resource Allocation, Accounts Payable & Accounts Receivable.

Software and Applications: Advanced Microsoft Office skills (Excel & SharePoint), Workday, Oracle Peoplesoft, social media management, SQL, market research, G Suite and Customer Relationship Management (CRM) software.