

# Benjamin Huffman

1211 Barbosa Lane, Cary, NC, 27518 \* (252) 939-5698 \* BenjaminD.Huffman@gmail.com

## CAREER OBJECTIVE

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Ambitious operations manager with 9+ years customer service experience and a passion for technology. Seeking to leverage leadership and developing computer skills to break through into a technology centered field.

## EXPERIENCE

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### TARGET, Cary, NC

#### ***Fulfillment Operations Team Lead - Management, July 2021 - Present***

- Oversee the daily operations of a high-volume retail fulfillment department originating \$10M+ in sales annually.
- Manage a team of 40+ team members through effective scheduling, hiring, and policy enforcement.
- Act as a liaison between upper management and team members to effectively communicate policy changes and team member needs.
- Guarantee 1500+ fulfilled orders ship on-time daily through close partnerships with multiple logistics carriers.
- Utilize metrics to successfully navigate real-world impacts to logistics, supply chains, and business volume.

#### ***Designated Business Owner - Food & Beverage Expert, Sep 2019 - July 2021***

- Ensured the success of a dedicated retail department through fostering vendor relations, studying and improving operational metrics, staying aware of business trends, and promoting sales through presentation and marketing.
- Assumed a leadership role in interdepartmental communications, training new hires, and delegating tasks.
- Communicated with third-party vendors to resolve concerns and address business needs.
- Responsible for leading standards walks with upper management and leading presentations on business opportunities and solutions as pertaining to my department district-wide.

### NC SPACE GRANT HIGH-ALTITUDE BALLOONING COMPETITION, Winterville, NC

#### ***Paid research experience Feb 2018 - April 2018***

- Followed the NASA design cycle to design, prototype, test, and launch an experiment on board a high-altitude payload.
- Utilized and built upon existing C++ knowledge to develop software for microcontroller driven sensors, cameras, and wireless communications arrays.
- Worked closely with a team of budding engineers and computer scientists to deliver a complete product from scratch.
- Led monthly remote presentations to communicate progress and results to the competition board.

## EDUCATION

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### PITT COMMUNITY COLLEGE

#### **Winterville, NC**

*Associate of Science Chemistry (May 2018)*

### EAST CAROLINA UNIVERSITY

#### **Greenville, NC**

*Completed coursework towards Bachelor of Science (B.S.) Chemistry (July 2018)*

### MICHIGAN STATE UNIVERSITY

#### **EAST LANSING, MI (REMOTE)**

*Currently enrolled in Trilogy Full-Stack Coding Bootcamp (Present)*

## ADDITIONAL SKILLS

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- Fostering professional relations with third-party vendors, carriers, and service providers.
- Basic computer skills and experience with Microsoft Office.
- Basic foundation in HTML, CSS, C++, Python. Currently studying JavaScript and improving skills in HTML and CSS through continued education.