

JOSE TEJADA

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SUMMARY

Logistics analyst with 16 years of experience in supply chain management, logistics, and operational excellence. Proven track record of leading and managing successful logistics operations. Skilled in data analysis and problem solving to increase efficiency and reduce costs. Applying for the position of Area Manager at Stord to lead and manage logistics operations.

EXPERIENCE

Logistic Analyst

November 2022 - Present

- **Syncreon**
 - Streamlined the process of coordinating shipment schedules, overseeing order fulfillment and building inventory reports. .
 - Automated manual processes resulting in improved overall efficiency, thus reducing shipment time by 40% and optimizing turnaround time for orders from seven to three days.
 - Developed and implemented corrective actions resulting in a decrease in inventory discrepancies by 25%.
 - Collaborated with vendors to secure affordable shipping options, thereby reducing transportation costs by 40%.
 - Systematically identified delays in delivery schedules and initiated corrective actions, leading to an improvement in on-time delivery by 20%.
 - Developed tracking tools to monitor delivery progress and effectively communicated the status of orders to customers.
 - Generated meaningful reports that effectively reflected key performance metrics.
 - Utilized customer feedback to develop innovative solutions that significantly improved overall customer satisfaction.

Logistics Specialist 3

August 2019 - July 2022

- **Milestone Technologies, Inc Wireless Vision | Georgia**
 - Demonstrate leadership or point of contact during shift assignments
 - Participate in the development and implementation of goals, objectives, policies, and priorities of the organization
 - Oversee and supervise 20 hourly logistics personnel for assigned operations
 - Direct and review work plan for assigned staff within assigned area
 - Conduct review on team members
 - Support of DC operations including but not limited to receiving, storing, and shipping materials
 - Maintain strict inventory control
 - Ensure accurate and timely shipments and receipts receiving
 - Maintain accurate records and metrics, audit as necessary
 - Assist in monthly and/or annual physical inventories; provides inventory reports
 - Identify, documents, and implements opportunities for continuous improvement
 - Keep a strong working knowledge of all operating systems pertaining to the work area
 - Participate in order planning for facilities team
 - Manage tasks and vendor inventory orders
 - Participate in inventory audits
 - Receipt Management
 - Support OFCI (Construction Bulk Inventory) coordinator with 3-way match receiving and assist with bulk and asset receiving when necessary.
 - Transfer goods between DCs when necessary and accurately.

Store Manager

- **Your Wireless Verizon | Georgia**

October 2017 - February 2020

- I worked as a mobile expert in the store in Johns Creek, responsible for training the new experts and explain the sales matrix and explaining goals to be successful in the business.
- I took over as manager in October 2019. I handled 4 experts to help them maximize their potential.
- I gave them sales goals to make sure we were hitting our goals as a store base on matrix giving by the district manager.
- They were trained on a Quick view, looked at accounts and explain to customers and ser the right expectations.
- I was able to increase our sales in the store by 10% and grew our opportunity pipeline by 50%.

Store Manager

October 2017 - February 2001

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 - I took over as manager in October 2019. I handled 4 experts to help them maximize their potential.
 - I gave them sales goals to make sure we were hitting our goals as a store base on matrix giving by the district manager.
 - Increased store sales by 45% and achieved daily goals in each category as set by the district manager.
 - Trained 4 store experts on product knowledge, sales techniques, and customer service skills, resulting in a top-ranking store of all within the district.
 - Developed a streamlined approach to store operations, resulting in 15 of 30 daily tasks being completed each day with 90% accuracy.
 - Designed a process to review accounts, educate customers, set the right product expectations and upsell, resulting in a 20% increase in customer retention.
 - Developed custom reports per store type to analyze day-to-day performance and suggest actionable items.
 - Led weekly sales meetings with store experts to review performance and set goals for the following week.
 - Led team building activities to ensure employees were motivated to reach goals and develop relationships.

EDUCATION

Bachelor's in Computer Science

Minor in Supply Change Management

- **Universidad Autonoma De Santo Domingo**
Dominican Republic • November 1997

CERTIFICATIONS

Project Management

- **Google Career Certificate**

Cyber Security

- **Google Career Certificate**

Data Analytics

- **Google Career Certificate**

SKILLS

Front and Back End Development. HTML, CSS, JavaScript, React, Angular

Office Suit

Agile and Scrum Methodologies

Lean and Sigma Methodologies

Data Analytics

Tableau