

## OPERATIONS MANAGER | PROGRAM MANAGEMENT | SUPPLY CHAIN STRATEGY

Strategic operations manager with 10+ years of experience across Amazon fulfillment, sortation, and logistics. Known for turning around underperforming site departments, scaling multi-site improvements, and launching tools adopted across 90+ sites. SME-level experience in for Inbound and Outbound ShipDock, routing, yard coordination, NonCon, vendor returns, and transshipment at a 3.25M sq. ft. fulfillment center. Trusted to lead high-volume operations through complexity while improving labor efficiency, inventory accuracy, and cross-functional team performance.

## CORE STRENGTHS

- Operations Management
  - Process Optimization
  - Continuous Improvement
  - Supply Chain Strategy
  - Fulfillment & Distribution
  - Lean Operations
  - KPI Management
- Change Management
  - People Development
  - Forecasting & Labor Planning
  - Sortation / Dock Operations
  - Inventory Control Cross-Functional Collaboration
  - Transportation & Logistics
- Strategic Problem Solving
  - Training & Documentation
  - Quality & Safety Systems
  - Multi-Site Launches & Turnaround Leadership

## EDUCATION

Bryant & Stratton College | Bachelors of Business Administration (BBA), Graduated April 2013

## PROFESSIONAL EXPERIENCE

### Amazon | Operations Manager | TX, VA, WI | 2021 - 2025

- Drove shift execution, SLA adherence, and real-time workflow adjustments
- Aligned labor plans using 21-day forecasts and weekly volume trends
- 30+ internal promotions from entry-level through senior manager roles
- 600+ associates across multiple shifts
- Coaching and KPI ownership for 13 salaried leaders
- Dashboard macros used by 90+ sites; reporting time reduced
- Hazmat SOP overhaul with ACES; scaled NACF-wide
- \$1.28M logistics plan → 6-month ROI, \$3.6M+ entitlement scaled NACF-wide
- NonCon backlog cleared in 6.5 weeks (from 6 months)

### Amazon | Area Manager | WI, OH | 2015 - 2021

- 240 → 310 UPH increase in 3 months & 2100 → 400 DPMO reduction in 1 month
- SME for inbound operations and real-time problem solving
- Stow quality improvement: +19% team, +11% site, +4% region
- NonCon routing redesign across 12 sites
- Maximized transfers lane optimization and escalation streamlining
- Waterspider station overhaul using 5S methodology

## TOOLS & TECH

- Excel (Advanced)
  - VBA & SQL (Basic)
  - Dashboard Reporting
  - SharePoint
- PowerBI
  - Google Docs Suite
  - Asana
  - WMS
- Quip
  - Internal Wiki Platforms
  - Slack
  - AI Assisted Tool