Jordan Moddes

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SUMMARY

Supply chain and operations leader with 10 years of experience driving strategic planning, inventory flow optimization, and cross-functional execution at Amazon. Skilled in translating real-time data into long-term solutions that enhance forecasting, labor planning, and delivery precision across a complex fulfillment network. Proven ability to lead strategic initiatives, communicate with technical and business stakeholders, and deliver operational excellence through data-driven solutions.

SELECTED ACHIEVEMENTS

- Achieved 15% efficiency gains across 25 US facilities through capacity planning and workforce alignment in peak season operations.
- Standardized forecasting workflows across multiple regions, improving inventory visibility and enabling accurate network-level planning.
- Created VBA Macros using Excel and WMS data to track fulfillment accuracy, labor capacity, and throughput across shifts and sites.
- Partnered with planning, finance, and IT teams to implement data-driven decisions for network project 'Lane Dash'.

PROFESSIONAL EXPERIENCE

Amazon *July 2015 – March 2025*

Operations Manager *June 2021 – March 2025*

- Led multi-shift operations for 600+ associates across 25+ facilities, improving SLA performance and workforce efficiency while enhancing KPI visibility through customized dashboards and performance tracking tools.
- Standardized SOPs and workflows network-wide, reducing process deviation and improving forecasting accuracy and quality benchmarks across multiple sites.
- Drove cross-functional programs with engineering, facilities, IT, and finance teams, eliminating bottlenecks by 20% and streamlining productivity across fulfillment operations.
- Piloted data-driven process changes based on real-time operational metrics, leveraging Excel macros and performance tools to increase delivery speed and reduce error rates.
- Mentored and developed 13 management leaders, building a culture of accountability and driving sustained performance gains across shifts.

Area Manager I/II & Process Assistant *July 2015 – June 2021*

- Managed fulfillment programs that consistently exceeded productivity targets and improved operational accuracy.
- Earned Subject Matter Expert status, mentoring teams on best practices in process optimization and quality assurance.

Early Career

Transportation Coordinator, SC Johnson *July 2014 – July 2015*

- Managed logistics operations, optimizing delivery schedules and vendor relationships to ensure seamless operations.

Department/Assistant Manager, Retail (Menards, Reebok) *December 2011 – July 2014*

- Led a $3M department, achieving over 85% inventory accuracy through effective team management and process improvements.

EDUCATION

- **Bachelor of Business Administration, Bryant & Stratton College — Graduated April 2013**

SKILLS

- Operations / Project Management
- Process Optimization
- Data Analysis
- Workforce Planning & People Operations
- Cross-Functional Collaboration
- Leadership & Mentoring
- Continuous Improvement

- Microsoft Excel (Advanced) | SQL (Basic)
- KPI Dashboards & Performance Optimization
- Strategic Planning & Operational Excellence
- Slack | Asana | PowerBi
- Quip / Google Docs
- Inventory Control
- Change Management