

# Monique L. Frye

Camden, NJ 08104 | 215-960-7134 | Monique.L.Frye@gmail.com | U.S. Citizen

## PROFESSIONAL SUMMARY

Results-driven inventory control and ERP operations leader with 10+ years of experience across military, federal, and commercial supply chain environments. Proven success in leading cross-functional teams, optimizing inventory workflows, and executing cost-control strategies. Expert in SAP ERP, ICAM provisioning, cycle counting, and inventory reconciliation. Skilled in managing 3PL coordination, inventory audits, and E&O tracking. Adept at developing SOPs, mentoring teams, and aligning systems with operational and financial goals. Active Secret Clearance.

## PROFESSIONAL EXPERIENCE

### ERP Site Integration Lead (SIL) Support

Jan 2024 – Present

#### Advent Services

Philadelphia, PA 19112

- Lead ERP provisioning, inventory workflows, and payroll system alignment across Navy logistics systems
- Developed 20+ desk guides and SOPs to improve onboarding, reduce ticket errors, and enhance compliance
- Resolved 500+ ICAM and WFM tickets, cutting turnaround time by 40%
- Collaborate with supply chain, QA, and operations teams to ensure ERP data integrity and compliance
- Conduct system audits and provide input for inventory cost tracking and margin alignment

### Supply Technician

Dec 2020 – Jan 2024

#### Adsync Technologies, Inc.

Philadelphia, PA 19112

- Managed SAP inventory across multiple warehouses with 99.5% accuracy
- Led monthly inventory audits, reconciliations, and excess & obsolete (E&O) tracking
- Trained over 50 team members on ERP use, inventory process, and audit readiness
- Coordinated with QA and logistics for inventory lifecycle planning and yield analysis
- Partnered with federal agencies and private 3PLs to maintain inventory compliance and documentation

### Customer Service Delivery Advocate

Sept 2019 – Dec 2020

#### Carvana

Philadelphia, PA & Delanco, NJ

- Managed final delivery stage of vehicle orders and resolved inventory-related delivery issues
- Used CRM tools to process service tickets and escalate title/registration discrepancies
- Recognized as Employee of the Month for superior customer communication and problem solving

### Correctional Officer

Feb 2018 – Sept 2019

#### Philadelphia Department of Prisons

Philadelphia, PA

- Maintained logs, monitored movement, and ensured adherence to security and inventory procedures
- Conducted inspections and upheld safety/compliance in high-pressure environments

### Unit Supply Specialist (92Y)

Aug 2012 – Aug 2018

#### U.S. Army National Guard

Philadelphia, PA

- Maintained 100% accountability of over \$2M in weapons, munitions, and high-value items
- Led cycle counting, inspections, and compliance reviews per Army logistics protocols
- Ranked in the top 10% of Advanced Individual Training (AIT) for logistics performance

### Logistics Technician

Sept 2017 – Feb 2018

#### Commonwealth of Pennsylvania

Philadelphia, PA

- Maintained warehouse database records and ensured proper inventory rotation and storage inspections

### Senior IT Apprentice

Sept 2009 – June 2013

#### Lockheed Martin

King of Prussia, PA

- Participated in Lockheed Martin's Early Career IT Apprenticeship Program, gaining hands-on experience in software systems, cybersecurity principles, and technical support functions.
- Assisted internal IT teams with hardware and software setup, user provisioning, and Tier 1 technical troubleshooting.

## LEADERSHIP EXPERIENCE

- Mentored over 50 ERP users and team members across military and federal operations
- Designed and led virtual training and onboarding processes in a fully remote ERP support role
- Developed and maintained SOPs, improving team efficiency and audit readiness
- Owned cycle counting, inventory discrepancy resolution, and reporting standards across multi-site inventory systems
- Partnered with QA and FP&A teams to support COGS analysis and inventory margin reporting

## EDUCATION

**M.S., Computer Science – Colorado Technical University (Expected 2025)**

**B.S., Computer Science – Colorado Technical University, 2024**

**Unit Supply Specialist Course (551-92Y10), U.S. Army Quartermaster School, Fort Lee, VA – April 2013**

## CERTIFICATIONS

- CSCMP Supply Chain Foundations: The Essentials – CSCMP
- Careers in Supply Chain and Operations – LinkedIn Learning
- Job Skills: Supply Chain and Operations – LinkedIn Learning
- Business Analysis: Essential Tools and Techniques – LinkedIn Learning
- Microsoft Excel and Word – Microsoft

## MILITARY SERVICE

**Branch:** U.S. Army National Guard

**Rank:** E-4, Specialist (92Y – Unit Supply Specialist)

**Duty Status:** Honorably Discharged

**Component:** Pennsylvania Army National Guard

**Service Dates:** August 2012 – August 2018

## AWARDS & RECOGNITION

<b>Employee of the Quarter – Adsync Technologies, 2023</b>	<b>Employee of the Month – Carvana, February 2020</b>
<b>National Defense Service Medal– U.S. Army</b>	<b>Army Service Ribbon (ASR) – U.S. Army</b>
<b>Top 10% Graduate – Army AIT (Advanced Individual Training), Logistics Specialist Track</b>	<b>Lockheed Martin IT Apprenticeship Program Completion – Early Career Recognition</b>

## SKILLS & COMPETENCIES

**Inventory & ERP Systems:** SAP ECC, ICAM, WFM, SQL, Netsuite (familiar), ServiceNow, Salesforce

**Operations:** Inventory Reconciliation, Cycle Counting, E&O Reviews, Cost Controls, COGS & Margin Analysis

**Tools:** Excel (VLOOKUP, pivot tables, macros), Teams, SharePoint, OneNote, Planner

**Leadership:** Cross-functional Collaboration, Team Training, Remote Team Coordination, SOP Development

**Technical:** Python, Java, C/C++, HTML/CSS, Linux, Windows, MacOS