

Patrick B. Lucas

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Senior Operations Manager | ERP Strategy Leader | Process Optimization Expert

Operations leader who transforms broken systems into profit engines. Cut order time 90%, saved \$50K+ annually, and built automation tools that work where others fail.

Leadership & Core Competencies

Systems & Automation

- ERP Systems: ERPLY, APlus/AS400, JD Edwards, XBE, OnBase, SAP S/4HANA (in progress)
- Tools & Systems: Google Workspace (Advanced automation/scripting), CORVU/HyperVu, APlus ERP, ISO 9001 QMS, Microsoft Excel, basic SQL, Lean/Just-in-Time principles

Operations & Strategy

- Supply Chain Management: Inventory Planning, Vendor Relations, Multi-Site Logistics
- S&OP & Process Improvement: Cross-Functional Alignment, Lean Ops, Cost Reduction, ISO 9001, Continuous Improvement

Leadership & Change Management

- Cross-Functional Leadership: Projects and Change Management & Stakeholder Alignment
- Team Development: Training, Coaching, Union/Non-Union Management

Analytics & Digital Tools

- Data Analytics: Forecasting Models, Trend Analysis, Performance Dashboards
- Technical Skills: Google Suite, Excel, Tableau, SQL, R, Linux/Windows

Professional Experience

Senior Operations & System Manager (Promoted from Asst. Manager)

O&G Industries (Regional building materials leader)— Waterbury, CT | 2019 – Present

- Standardized S&OP and ISO 9001-based quality workflows across sales, inventory, and dispatch; reduced rework, improved material visibility, and boosted planning accuracy through structured process alignment and training
- Directed ERP transition planning across seven sites, analyzing end-to-end workflows and authoring an implementation roadmap with UX specs that bridged operations and system capabilities
- Manage \$2M in inventory and 8+ staff supporting \$10M+ annual revenue; drive lean, just-in-time operations by aligning purchasing, dispatch, and sales
- Built custom dashboards integrating vendor logic, trends, and ERP data to automate planning for 850+ SKUs — cutting ordering time 90% and saving \$50K+ annually
- Developed internal talent pipeline by cross-training team members across counter, yard, gate, and sales functions; successfully developed junior staff into management-ready roles within 12-18 months
- Closed ERP gaps with custom tracking tools for six-figure projects — coordinating dozens of loads with sales, vendors, and dispatch while overseeing scheduling, inventory, and DOT-compliant planning
- Extended ERP functionality with custom tools, including: a truckload builder to avoid over/under-shipping; a PO cleaner to streamline vendor reconciliation across 7 sites; and an overdue tracker that freed up stalled inventory and improved sales follow-up

Assistant Operations Manager (Promoted from Inventory Control Specialist)

O&G Industries — Bridgeport, CT | 2017 – 2019

- Inherited a flawed tinting process and rebuilt it during vendor transition—organized formulas by base/product, implemented quality control measures, created standard operating procedures (SOPs), and added visual samples. Eliminated nonconformities and improved product consistency through process improvement and corrective action
- Coordinated daily logistics and dispatch for 8+ drivers and 20+ deliveries, ensuring on-time delivery while reducing dispatch confusion across high-volume sites
- Trained 10+ team members across yard, gate, and counter roles, helping reduce onboarding time and increasing team flexibility during peak seasons
- Supported front-line sales, generating repeat business by assisting contractors with product selection, quotes, and accurate order fulfillment

Inventory Control Specialist

O&G Industries — Stamford, CT | 2015 – 2017

- Transformed a routine gate role into a critical logistics checkpoint—coordinated inbound deliveries, verified shipments, managed niche inventory, and ensured quality of outbound materials
- Boosted productivity 10x by redesigning wheelbarrow assembly with a mobile workstation and impact tools, earning a promotion and strong endorsement from leadership

Education

B.S. Business Management, Southern New Hampshire University – 2018

Major: Operations & Project Management | Minor: Information Technology

Certifications & Professional Development

- **Google Data Analytics Professional Certificate (Coursera, 2023)**
Training in Excel, SQL, R, Tableau, and real-world data analysis projects
- **SAP S/4HANA Training – Supply Chain & Operations Management Focus**
Actively completing coursework on learning.sap.com, building expertise in procurement, inventory, and logistics processes within SAP S/4HANA
- **ISO 9001:2015 Quality Management Systems Certificate (Alison, 2025)**
- **AS9100D Quality Management Systems Certificate (Alison, 2025)**