

Patrick B. Lucas

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Senior Operations Manager | ERP Strategy Leader | Process Optimization Expert

Operations & ERP Strategy Leader with 10+ years of experience transforming flawed systems into streamlined, scalable operations for businesses exceeding \$10M in revenue. Built custom tools to automate purchasing, optimize freight loading, and reclaim stalled inventory—driving \$50K+ in annual savings and cutting order cycle time by 90%. Spearheaded ERP transition strategy across 7 facilities, aligning sales, inventory, and dispatch into a lean, data-driven workflow. Trusted for high-stakes execution, recognized for bridging process gaps with practical solutions and quietly delivering results where others stall.

Leadership & Core Competencies

Systems & Automation

- ERP Systems: ERPLY, APlus/AS400, JD Edwards, XBE, OnBase, SAP S/4HANA (in progress)
- Process Automation: Google Apps Script, API Integration, Automated Reorder Systems

Operations & Strategy

- Supply Chain Management: Inventory Planning, Vendor Relations, Multi-Site Logistics
- S&OP & Process Improvement: Cross-Functional Alignment, Lean Operations, Cost Reduction, ISO 9001 Quality Management Systems, Continuous Improvement
- Operations Excellence: Streamlined complex workflows and built custom tools to drive reliable, scalable execution across high-value logistics and ERP-limited environments.

Leadership & Change Management

- Cross-Functional Leadership: Project Management, Stakeholder Alignment, Change Implementation
- Team Development: Training, Coaching, Union/Non-Union Management

Analytics & Digital Tools

- Data Analytics: Forecasting Models, Trend Analysis, Performance Dashboards
- Technical Proficiency: Google Workspace, Advanced Excel, Tableau, SQL, R Programming, Linux (Ubuntu, Fedora, Arch), Windows OS

Professional Experience

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

O&G Industries — Waterbury, CT | 2019 – Present

- Led S&OP standardization and ISO 9001-based quality workflows across sales, inventory, and dispatch teams; reduced rework, improved material visibility, and boosted planning accuracy through structured process alignment and training.
- Directed enterprise ERP transition planning, analyzing end-to-end workflows across seven locations; authored a detailed implementation roadmap with UX design specs, bridging operational requirements with ERP system capabilities.
- Oversee \$2M in inventory and 8+ staff, supporting \$10M+ annual revenue; ensure operational flow by aligning purchasing, dispatch, and sales under lean, just-in-time inventory principles.

- Saved \$50K annually and reduced ordering time by 90% by automating purchasing logic across 850+ SKUs; integrated vendor data and stock analysis to eliminate over-ordering, returns, and fulfillment delays.
- Identified ERP gaps and independently developed tracking tools to manage multiple six-figure logistics programs — coordinating dozens of loads with sales, vendors, customers, and dispatch while overseeing scheduling, inventory, and DOT-compliant load planning under tight constraints.
- Developed internal tools to extend ERP functionality, including:
 - Dynamic truck loading tool to prevent freight inefficiencies and short-ship penalties,
 - A division-wide PO cleaner to streamline vendor reconciliation across 7 facilities,
 - An overdue order tracker that auto-splits reports by sales rep and delivers individualized PDF summaries for follow-up and inventory reclamation.

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)