

Julien Larroque

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Summary

Process improvement specialist with 9+ years experience driving network wide process improvements and troubleshooting barriers to success for outbound teams. Experience deep diving issues, and teaching onsite teams best practices to navigate discovered issues.

Experience

Process Specialist

Feb 2020 - Current

- Responsible for supporting network initiatives for improving customer facing experience
- Create pilot reports and dashboards
- Deep dive and root cause pilot interruptions and blockers
- Collaborate with site leaders to improve project compatibility with site practices

Central Flow Team Lead

June 2017 – Feb 2020

- Led daily execution team of 6 flow leads
- Mentored and trained flow leads
- Enforced network standards and site adherence
- Reported on daily performance and escalated real time execution issues to stakeholders

Central Flow Lead

Aug 2015 – June 2017

- Developed shift plans and staffing plans for individual shifts
- Managed WIP levels and pick software configurations to ensure continual operations
- Communicated with site leaders to address real time issues and goals

Education

University of Delaware Bachelors of Science in Operations Management

2015

Skills

- Problem Solving and Deep Diving
- Communication
- SQL data collection
- Amazon OB systems and configuration expertise