

Josephine Pello

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WORK EXPERIENCE

JPM Enterprise

Operations Manager

Philadelphia, PA

January 2008-Present

EDUCATION

Bensalem Senior High School

Bensalem, PA

High School Diploma

LEADERSHIP EXPERIENCE

- Dynamic Operations Manager responsible for day-to-day operations of a high-volume omnichannel Distribution Center, providing strong leadership and guidance to "Our Team" of Area Managers, and Lead/Hourly Associates ensuring efficient and accurate Inbound/Outbound SOPs, GMPs, JIT, etc. Principles to meet/exceed production goals and quality standards required to meet customer fulfillment through last mile delivery.
- Directed operations within our Distribution Center that traverse multiple departments including Inbound, Outbound, Safety, Shipping, Warehouse Replenishment, Inventory Control/Shrinkage, Quality Control/Quality Assurance (Management, Processes, Reviews, Internal/External Audits) that led to 22% increase in overall efficiency and a 15% decrease in operational costs.
- Provided visionary leadership fostering a culture of continuous improvement and innovation in Supply Chain Optimization Processes. Led Inbound/Outbound cross-functional collaboration efforts, resulting in the successful implementation of technology solutions that improved overall supply chain visibility and efficiency. Led a diverse team of Area Managers, Lead/Hourly Associates fostering a culture steeped in accountability, blended with a positive reinforcement mindset, and company-wide recognition of each team member's contribution to the Distribution Center's beliefs, core values, mission and vision.
- Implemented leadership strategies to motivate and engage the team by leading exercises utilizing key proven continuous improvement practices/tools including, but not limited to Kaizen, Lean Manufacturing, Kanban, Six Sigma and GembaWalks that improved quality, productivity, safety and culture in the workplace while simultaneously reducing injuries/near misses and overall operations error and ineffectiveness.
- Led Project Management initiatives achieving sustainable production efficiency and operations success in customer industries, including B2B/B2C, E-commerce, and Retail/Wholesale.
- Prosperously leveraged military experience in linguistics and participation in a University Neuroscience Department Research Study to optimize employee roles and enhance operational outcomes in Manufacturing/Production/Warehouse Facility Companies.
- Led multi-department team providing training, guidance, and performance feedback to enhance productivity and teamwork effectiveness.
- Collaborated with cross-functional teams, including Logistics, Procurement, Technology, Safety, ICQA, Vendor Returns, Asset Protection, Customer Service, and Operations Support to streamline processes and improve overall supply chain efficiency.
- Utilized WMS, ERP, IMS, etc. to track inventory levels, monitor order status, shipments, and targets, and generate varied efficiency, performance, production, optimization, quality, staffing and utilization reports.

- Developed and led training programs to enhance the skills of multi-department supply chain operations team members, ensuring a well-trained and efficient workforce.
- Conducted customer journey analyses to identify pain points and opportunities for enhancement in order fulfillment and delivery processes.
- Introduced customer-centric focused improvements, contributing to a consistent increase in customer satisfaction, loyalty and sustainability.

ACHIEVEMENTS

- Collaborated with stakeholders, senior management and partners to develop and implement strategic initiatives, contributing to a 25% improvement in overall distribution center performance.
- Optimized distribution center workflows, contributing to a 30% increase in overall operational efficiency.
- Collaborated with multi-department leadership and support teams to enhance and improve customer relations/retention/sales, DC logistics, operations, procurement, shipping, suppliers/vendors strategically aimed at sustainability blended with elevated, SOP'S, KPI'S, GMP'S, cGMP'S, Costs, etc., resulting in a 25% reduction in waste, defects, labor, and production times, and 20% improvement in on-time deliveries, 20% reduction in fulfillment errors and a 25% improvement in order accuracy and quality.
- Conducted internal/external shrinkage audits and successfully reduced inventory theft/losses by 20% implementing security measures, SOP's via team member training and development exercises. Enhanced inventory management processes, leading to a 15% reduction in stockouts and a 20% decrease in excess inventory holding costs.
- Led Inventory Control Quality Assurance and shrinkage reduction projects, achieving a per annum 25% facility cost decrease.
- Optimized distribution workflows, contributing to a 30% increase in overall operational efficiency.
- Implemented and optimized inventory management systems, resulting in a 15% reduction in stockouts and a 20% increase in order accuracy.
- Ensured Compliance with Safety Regulations/OSHA Mandates and assisted in implementing safety training programs and SOPs that reduced 25% of workplace incidents/injuries/near misses.

Skills

5S, Kaizen, FMEA, DFMEA, DMAIC, Continuous Improvement(Lead, Coach Mentor, & Monitor Effectiveness, Progress & Results. Lean, 5WHY'S, Six Sigma, Lean Manufacturing/Packaging and Printing Production, Process Optimization, Daily Production Planning, Efficiency, Utilization, Quality Control, Quality Assurance, SQF, Inventory Cycle, Count, Optimization, & Shrinkage, Just-In-Time Principles, Vendor Communication, Relationship Management, Sales & Returns, Supplier Relationship Management (SRM), CRM, CAPA, CP/CPk, Root Cause Analysis (RCA), APQP, Risk Assessment/Control/Management/Review, Distribution, Fulfillment, Replenishment, Warehousing, Learning & Development, Safety SOP, Audits and Implementations, Operations/Project Management, Management Role of Non-Exempt/Exempt Team Members, Value Map Streaming, Demand Forecasting, RFID Technology, Electronic Data Interchange (EDI), Data Analysis, Key Performance Indicators (KPIS), Statistical Analysis, Cross-functional Collaboration, Leadership, Decision-Making, Problem-Solving, Time Management, Negotiations Skills, Adaptability, Supply Chain Resilience, Sustainability and "CUSTOMER CENTRIC Infused Philosophy!"