

# ABDIEL SANTIAGO

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## PERSONAL PROFILE

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Highly motivated startup manager that enjoys fast spaced business models. A strategic creator with that specializes in fast evolving forecasting and operations functions in e-commerce and as wells as inventory.

## SKILLS AND ABILITIES

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- Bilingual (English & Spanish)
- OSHA Training
- Mastery over Microsoft Suite Programs
- Extensive Looker Knowledge
- Training in ABC & ALE Laws
- Training in Workplace Laws
- KPI Understanding and Execution
- SOP Documentation and Creation
- Predictive Analytics with GoPuff Proprietary Software
- Proven General and Supporting District Management Experience
- Quick Learner of New Technologies and Software
- Entrepreneurial Mindset
- Experience with creating and managing teams

## EDUCATION

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### **Polytechnic University of PR**

#### **Miami (Online Campus)**

Continuing Education in Computer Science and Project Management - 2017-2018

### **Atlantic University College**

#### **Guaynabo, PR**

BA in Graphic Design - 2009

## EMPLOYMENT HISTORY

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### **Operations Manager**

#### **Go Puff (2019 - Present)**

Winston-Salem, North Carolina Warehouse and surrounding regional branches

-Hire, manage, supervise, and provide support to 100-150+ employees which include warehouse employees and independent contracted drivers. Cultivate and

grow strong warehouse teams committed to each location that will maintain stability and excellence.

-Perform regional and local predictive analytics with company software unique to GoPuff and communicate demands and projections to teams ensuring optimal operational practices.

-Create materials for Team Effectiveness and Warehouse Operations

- SOP materials
- Optimization metrics
- Covid 19 policy writing and preventive procedures
- KPI's

-Comply with Legal Standing of Laws Affecting Business and escalate to proper authorities

- Alcohol Law Enforcement Regulations and State Laws of NC
- Alcoholic Beverage Commission of NC
- OSHA
- NC and Federal labor laws.

-Oversee Human Resource duties the include:

- Detailed Records of Alcohol Invoices
- Accurate Logs of Deposits
- Accountability for W-2 and 1099 workers

-Under my supervision the warehouse metrics increased:

- Volume of orders increased from 1,970 orders a day to 26,041 in the following quarter. Currently amid pandemic lapse we maintain a volume of 22,000+ orders.
- Cancellation rate was originally 13.4% and has been reduced to 0.8%
- New Customer Retention has increased from 86.6% to 94.3%
- Profits during the first quarter of my supervision increased 700% and are now 1,540% above the original profits
- Profits have maintained growth in every fiscal quarter

## **Operations Associate**

**Go Puff (2018 - 2019)**

Durham, North Carolina

Starting Role until promoted

## **Print Manager & Graphic Designer**

**Go Business (2014 - 2015)**

San Juan, Puerto Rico

- Supervise and verify all printing orders were done correctly and in a timely manner
- Provide client consultations on marketing and design strategies to engage a particular audience
- Revised and streamlined the printing processes to increase profits and meet customer deadlines.

## **Assistant Manager**

### **On the Grill (2014 - 2015)**

San Juan, Puerto Rico

- Provide orientation and train staff about products, sales, food safety handling measures
- Maintain quality service by establishing organization standards
- Supervise staff productivity and compliance
  
- Responsibilities included
  - Purchasing inventory ingredients and materials
  - Negotiating Volume Price Breaks
  - Placing and Expediting Orders
  - Maintain Inventory

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Additional Word Experience and References available upon request