

BRENTON A. GRIBBINS



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<https://bagribbins.github.io/>

Process specialist and operations manager with over 15 years of experience in high-volume workflows of physical inventory and digital assets. Innovative thinker who is adept with data analytics, business reporting, technical experience, continuous improvement methodologies, contingency planning, logistics, driving a team production environment and customer service. Skillful at collaborating with local, regional and international teams such as logistics, finance, technology, retail, procurement and fulfillment. Strong emphasis on integrity, work ethic, workflow efficiency, employee development and customer satisfaction.

SKILLS & COMPETENCIES

- Data Analysis
- Business Reporting
- Workflow Optimization
- Process Improvement
- Lean / Six-Sigma
- Production
- Workforce Management
- Safety & 5S
- Excel
- Microsoft Office
- Visio
- PowerPoint

EXPERIENCE

Amazon.com, Shepherdsville, KY

March 2010 – February 2020

Studio Operations Manager (October 2014 – February 2020)

- Managed teams and processes in a product imaging studio. Responsibilities included inventory management, logistics, reporting, data analysis, customer/client escalations and process improvements.
- Responsible for routine and ad hoc reporting and narratives for business performance reviews. Regularly performed investigations on data from SQL queries, Tableau dashboards and proprietary tools.
- Built logistics tools and processes spanning four locations and implemented changes that improved regional FTE utilization from 60% in Q1 to 81% in Q3, reducing operational expense shortages by \$73K.
- Led a process improvement project to save \$92K in operational costs and increase productivity rates year over year in product prep (+22%), scanning production (+19.6%) and outbound processes (+26%).
- Raised team productivity performance from -6.46% in Q1/Q2 to +9.16% in Q3/Q4 in 2017 through innovations, standardization, production improvements, team engagement and workforce management.
- Reduced the average weekly value of inventory missing launch by 99.68% through data analysis, root cause methodology and regional corrective actions. A decrease from \$294K a week to \$951 on average.
- Managed associate and management career development through goal setting and performance management. Results included promotions, FTE transitions into new careers and termination.
- Created performance metric mechanisms including labor planning tools, process KPIs, productivity calculations, inventory planning and associate development tools.

Lead Photographer, Photography Manager (September 2012 - October 2014)

- Imaging devices SME, responsible for improvements, equipment, software, training and quality control of multiple imaging production machines. Assisted in 3 device launches across the region. Improvements increased production speed, quality and business versatility with reduced operational expense.
- Member of the Midwest Photo Leadership Team, establishing communications across regional production sites to establish best practices and standardize imaging production processes.
- People manager responsible for training, directing, coaching and development.

Photographer's Assistant, Photographer (March 2010 - September 2012)

Wardlow Auctions, Inc, Louisville, KY

June 2001 – March 2010

Apprentice Auctioneer (February 2008 - March 2010)

Auction Administrator (April 2007 - March 2010)

Auction Staff (June 2001 – October 2004; October 2006 – March 2010)

EDUCATION & CERTIFICATIONS

Front End Web Development – <Code> Louisville, Bellarmine University	2020
Lean Six Sigma Yellow Belt – Amazon.com	2017
Bachelor of Arts, Biology – Transylvania University, Lexington, KY	2004