

Bryce Koning

LinkedIn

WORK EXPERIENCE

JX METALS USA

OCTOBER 2020 – MAY 2024

LEAD OPERATIONS ASSOCIATE

- Drove the design and implementation of the first inventory management application in collaboration with software, inventory, and maintenance teams. Strategically mapped out the execution of bringing the app to production, resulting in significant reduction in supply and material retrieval time by 80%, saving headcount costs for the company.
- Implemented barcode scanning processes to mitigate product swaps throughout product lifecycle at site. Originating from external Corrective Actions, the updated process removed human error from our internal one-piece workflows. Worked in tandem with the Operations and Software teams to set up internal web apps for scanning and updated procedures. Steered our On Time Delivery and Quality KPIs into acceptable and repeatable percentages month over month.
- Maintained direct oversight of weekly MRB meeting along with disposition of products and follow-through till resolution. Consisted of driving tasks for each part throughout the site collaborating with the necessary cross functional departments. Lead to beating KPI goal of 90% on time completion.
- Conducted comprehensive reviews into product lifecycle throughout the warehouse for quarterly audits, operations, and accounting requests.
- Created dashboards, reports, and related metrics for management reviews regarding site-wide product recycling, inventory targets, and building operations. Reports built on recycling led management to employ a new recycling company, adding to a 25% increase in monthly recycling gains.
- Developed processes and documentation in accordance with ISO 9001:2015, ISO 14001, and IATF 16949 standards.

SENIOR QUALITY ASSOCIATE

- Utilized resource planning software to implement risk mitigation measures and interdepartmental workflow improvements to drive improved efficiency.
- Trained Quality Assurance Team on Six Sigma concepts and techniques as well as continuous improvement tools and methodology.

AMAZON

MARCH 2018 – OCT. 2020

ACCOUNT HEALTH ASSOCIATE

- Discovered a defect in a pilot program for seller performance. After partnering with the Program Lead, I analyzed account data to find hundreds of sellers being impacted by this defect. Together we surfaced the defect analysis to the responsible team, reinstating the impacted seller's accounts on the platform.
- Investigated seller issues through deep dives triaging with the appropriate team to gain resolutions working towards customer satisfaction metrics.
- Engaged with peers on process improvement documents to gather firsthand feedback on internal processes, which was instrumental in identifying pain points in process workflows and areas for improvement.
- Created process improvement documentation that aligned with stakeholder requirements to improve internal tooling.
- Analyzed data and provided insights to sellers on optimizing their store inventory in the marketplace.

Certificate

- Meta Data Analyst Professional | Coursera | 2024