

CAROLYN MONEYMAKER

RELEVANT EXPERIENCE

WAREHOUSE MANAGER, United By Blue

January 2017 to Present | Philadelphia, PA

Promoted to location manager within first year at United By Blue

Overseeing general operations, supplies inventory, and facility maintenance in 25,000 SF warehouse

Hiring, scheduling, onboarding, and developing 7 seasonal associates and 15 permanent associates on the warehouse and customer service teams

Coordinating quality checking, hard counting, and receiving of all purchase orders

Supervising the maintenance of inventory through daily cycle counts and yearly full inventory hard counts (2,500 active SKUs)

Managing the picking and packing of all transfer orders and sales orders (both ecommerce and wholesale)

Maintaining library of and ensuring adherence to vendor compliance manuals for wholesale shipments

Performing any necessary EDI transactions for wholesale shipments (i.e. create UCC-128 carton labels, packing lists, ASNs, and invoices)

Ordering trucks for LTL or FTL pick ups or drop offs and producing corresponding paperwork (BOLs, dock receipts)

Key Projects:

- Implementing location identification system for inventory storage
- Creating handbook and training manual for new hires
- Restructuring and expanding team into specialized roles and departments
- Implementing automated procedures to increase packing accuracy
- Initiating automated product weight system to optimize shipping label creation
- FTL and LTL transportation for ecommerce shipments during Holiday 2017 season
- Managing 2 month transition to a 3PL provider and move out of warehouse

CUSTOMER SERVICE COORDINATOR, United By Blue

June 2016 to January 2017 | Philadelphia, PA

Promoted to team lead in 3 months, continued and expounded upon former responsibilities

Hired, trained, and managed 3 customer service associates

Oversaw the full repair and re-shipment process of Lifetime Guarantee program

Key Projects:

- Created and implemented a Free Exchanges, Easy Returns program
- Redesigned ecommerce packing slips to include return policy + instructions
- Improved Lifetime Guarantee customer experience

CUSTOMER SERVICE + SHIPPING ASSOCIATE, United By Blue

March 2016 to June 2016 | Philadelphia, PA

Managed multiple web applications to solve customer inquiries, create and update orders

Answered all customer e-mails, live-chats, and phone calls via Zendesk

Processed returns and exchanges in Shopify and Stitch Labs

Examined and evaluated items eligible for Lifetime Guarantee program

Assisted warehouse team with shipping/packaging projects on an as-needed basis

CONTACT

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HOME

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LINKEDIN

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EDUCATION

BACHELOR OF ARTS
in Communication

GPA: 3.62, *magna cum laude*

UNIVERSITY OF
PENNSYLVANIA
2008-2012

SKILLS

Shopify
Zendesk
ShipStation
Returnly
StitchLabs
NetSuite
Asana
DiCentral
Sterling Commerce
SPS Commerce
Google Applications
Microsoft Office
Apple iWork

ADDITIONAL EXPERIENCE

ASSOCIATE WEDDING PLANNER, confetti & co.

October 2015 to May 2016 | Philadelphia, PA

Negotiated with vendors by soliciting and comparing vendor proposals and advising clients on vendor selection

Completed design and decor related planning and assembly: designing and executing styled shoots, installing and breaking down event decor before and after events, assembling stationery suites and various other decor

Delivered outstanding client support for day-of events: spending entire event day alongside client to address any need as it arises, ensuring timelines are maintained, facilitating transportation of clients and guests

ASSISTANT PROJECT MANAGER, Catalyst Commercial Development

May 2014 to October 2015 | Conshohocken, PA

Provided administrative support for 3 senior project managers

Performed office management tasks, including: monthly invoicing, monitoring accounts receivable, organizing regular office supply orders, preparing for new hires and administering orientation sessions

Executed client-related tasks ranging from superintending project paperwork to vendor management and negotiating vendors' proposals

LEADERSHIP COACH & EVENT COORDINATOR, Cru

April 2012 to May 2014 | Philadelphia, PA

Invested 2 years in full-time service with a non-profit Christian college ministry organization on 3 urban campuses

Planned, coordinated and facilitated on- and off-campus events, including 3 large-scale outreach initiatives and 3 weekend retreats ranging from 20-100 attendees

Coached a team of 6-10 student leaders on a weekly basis to effectively manage student organization on campus

Provided one-on-one mentoring to 5 women weekly

Independently raised an average of \$37,000+ in 8-9 weeks each year via 50+ fund development presentations

REFERENCES ARE AVAILABLE UPON REQUEST