|  |  | **BENJAMIN CORREIRA** | | | | | | 114 Williams St, Longmeadow, MA 01106 •  (413) 455-8313 •  bencorreira@hotmail.com •  linkedin.com/in/correib • | |  |  |
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|  | **SUMMARY** | |  | | | | | | | | |
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|  | High performing manager of operations, with experience in both Inbound and Outbound functions with both Warehouse Fulfillment and Logistics. Been part of warehouses turning up to 300,000+ in volume daily with inventory over $1,000,000. Have also been part of delivery stations dispatching up to 60,000+ in volume daily. Extremely successful in people management and work culture, with prior direct reports ranging up to 250 or more and experience managing operations of over 300+. Capable of delivering results not only personally but with my team. Proven ability to gain trust of employees and leadership of all levels as well as internal/external support teams. Able to support existing projects, or projects from launch. | | | | | | | | | | |
|  | **PROFESSIONAL EXPERIENCE** | | | |  | | | | | | |
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|  | **AMAZON GLOBAL ROBOTICS – Virtual**  *Technical Support Engineer III, November 2022 – Present* | | | | | | | | | | |
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|  | * Developed multiple tools in both excel and python for operations leadership use on shift, now spread across 15 states. * Managed up to 70 direct reports, maintaining safety first initiatives and positive employee culture, monitoring safety, training, quality, performance, and scheduling | | | | | | | | | | |
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|  | **AMAZON FULFILLMENT/LOGISTICS – Windsor, CT and Wilmington, MA**  *Outbound Ops Flow Lead -> Manager of Operations I and II, August 2018 – November 2022* | | | | | | | | | | |
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|  | * Developed tools in both excel VBA and python for operations shift management, used across 15 states * Part of logistics warehouse startup, achieving #1 benchmark launch for the year of 2020 for all metrics * Direct manager of up to 250 direct reports, maintaining safety-first initiatives and positive employee culture * Ran project helping warehouse restore >$15,000 of inventory to customers and reduce continued turnover * Oversaw Outbound operation of over 300 employees, including performance, labor allocation, building conveyance, and multiple daily sync meetings with all leadership teams * Trained and supported senior leadership on fulfillment/logistics operations across warehouses/business units * Ran project in warehouse restoring over $15,000 of inventory to customers and reducing turnover by 75% * Helped kickstart warehouse “University” classes for all salaried leadership, led class on ‘Associate Connection’ * Direct manager of up to 250 direct reports, maintaining safety-first initiatives and positive employee culture | | | | | | | | | | |
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|  | **SEARS – Springfield, MA**  *Backroom Lead, September 2016 – September 2017* | | | | | | | | | | |
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|  | * Supported both ups shipment web orders of up to 100+ per shift, as well as web orders and customer pickups of up to 50+ per shift. * Managed the receiving and unloading of all appliance and freight trailers | | | | | | | | | | |
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|  | **EDUCATION** | | |  | |  | **ADDITIONAL SKILLS** | |  | | |
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|  | **Western Governors University – Online**  *Bachelor of Science, IT Management, 2014-2016*  Some college | | | | |  | * Proficient in MS Office, including Excel VBA * Introductory Python, Java, SQL, Linux, HTML/CSS * ‘Learn and Be Curious’ nature, quick learner | | | | |