

KANDICE HARRIS

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SUMMARY

Dynamic and motivated professional with a proven record of generating and building relationships, managing projects from concept to completion, and coaching individuals to success. Skilled in being an asset in cross-functional teams, demonstrating exceptional communication skills, and making critical decisions during challenges. Adaptable and transformational leader with an ability to work independently and establish organizational goals.

WORK EXPERIENCE

2017 – Present **Operations Manager**
Harris Solutions

Managed day-to-day operations, supervising direct and indirect reports in areas including manufacturing production, supply chain, procurement, distribution, inventory and compliance.

- Provide inspired leadership for the organization.
- Make important policy, planning, and strategy decisions.
- Develop, implement and review operational policies and procedures.
- Help promote a company culture that encourages top performance and high morale.
- Oversee budgeting, reporting, planning, and auditing.
- Work with senior stakeholders.
- Identify and address problems and opportunities for the company.
- Build alliances and partnerships with other organizations.

2018 – 2019 **CHEM LAB TECHNICIAN**
Nucor Steel Memphis Inc.

Ensured the accuracy of customer order recipe during steel making process.

- Analyze samples for the EAF, LMF, VTD, and Caster while maintaining the Chemical Lab.
- Inform operators of sample molecule results.
- Operate, perform daily maintenance, and troubleshoot all Lab equipment.

2016 – 2018 **QUALITY IT ADMINISTRATOR**

EDUCATION

MS, IT Management

Western Governors University

BA, Liberal Studies

University of Memphis

CERTIFICATIONS

CAPM (PMI)

IATF 16949

ISO 9001

Lead Auditor

BigJoe

Emergency Responder

CPR & 1st Aid

SKILLS

Personal

Multi-tasking

Team Player

Time Management

Analytical and Efficient

Motivator

Adaptable

Quick Learner

Relationship Builder

Flexible

Responsible

Able to Operate Under Pressure

Detail-oriented

Written and Verbal

Communication

Organizational Skills

Computer

Akkadian

Adobe Acrobat XI

BlueJeans

Carrier Point

MacroPoint

Map Metrics/Tours

Microsoft Office

Nucor Logistics Center

Certified in Nucor audit standards; IATF 16949 and ISO 9001. Testing and implementation team member of CarrierPoint and SkyBlue Logistics program.

- Team training and coaching
- Testing and implementation of Map Tours and Map Metrics
- Test and implement payment through Map Tours program
- Plan and schedule department trainings
- Maintain employee training system
- Support internal and customer audits
- Maintain record retention
- Update and maintain Nucor Logistics Center website
- IT support for office team members; office phone, cell phone, computers, and other applications and equipment.

2014 – 2016

LOGISTICS PLANNER

Nucor Logistics Center

Managed 4 carrier fleets with 65 drivers. Educated customers of financial and time efficiencies of using a dedicated program.

- Oversee efficiency of freight movement
- Ensure on time customer delivery
- Accounting: Carrier Payment
- Logistics planning and scheduling in Carrier Point
- Test touring and bundling tools in CarrierPoint

2012 – 2014

SUPERVISOR OF CUSTOMER SERVICE

United States Postal Service

Managed window service clerks (4), custodial clerks (2), and postal mail carriers (45) per station throughout the city of Memphis. Implemented the passive adaptive scanning system throughout Shelby County.

- Oversee efficiency of mail service
- Ensured first class customer service via window and delivery service
- Ensure quality collection of outgoing mail, the sorting of mail and distribution
- Train postal procedures
- Assist with implementation of technology for more efficient clerk sort tasks

2012 – 2012

CITY LETTER CARRIER

United States Postal Service

Ensured the efficiency of mail and package delivery in Memphis city. Provided customer service to residential and commercial customers.

- Maintain postal integrity through securing parcels and letter mail
- Deliver parcels and letters to residential and business addresses
- Provide customer and postal services throughout service

- Continuous time management in extreme temperatures

2006 – 2012

PRODUCT PROCESS SUPERVISOR

Best Buy Inc.

Managed a team of 15 within two departments. Certified to conduct physical Inventory audits. Educated new employees of policies and standards. Oversee daily operational tasks and procedure completion.

- Maintain Inventory integrity
- Oversee in store security
- Oversee Shipping, Receiving, and Truck Processes
- Implement price changes
- Provide over the phone customer service
- Analyze daily, weekly, monthly, quarterly, and yearly sales.