

Nelson Frey

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Data-driven and people-oriented leader looking for an opportunity to use my experience in complex problem-solving and team-building to deliver high-performing results. Experience includes 5+ years of people management and continuous process improvement with a disciplined focus on collecting, interpreting, and analyzing data to drive growth while decreasing operational cost.

EXPERIENCE

AMAZON OPERATIONS, WINDSOR, CT

05/2017 – 05/2019

Area Manager

Outbound manager responsible for up to 4 subordinates and 100+ direct reports in conducting outbound operations for 1.1 million square foot fulfillment center with a maximum output of over 600,000 units per day.

- Launched the buildings quality department from the ground, resulted in the 2nd best quality department in the network, additionally, reduced overall outbound error rate by 42% by peak season in just 3 months.
- Developed constraint models and used Lean Concepts in order to identify waste, bottlenecks and barriers; resulted in accurate identification and prioritization of process improvement efforts; 20% increase in throughput and a reduction of 320 hours in overhead per shift per day and 1 work related injury in 15 months.
- Using spaghetti diagram and Just in Time methodologies built an efficient shift with an average savings of 32 hours per day on support staff. During peak had a savings of \$1,300 per day (70 hrs.) on average on support staff.
- Created and mentored a team of associates to identify, measure and mitigate potential opportunities. Resulted in a pipeline of ready trained supervisors with a total of 11 promotions in 1.5 years.

PRIME RESOURCES INC, BRIDGEPORT, CT

08/2014 – 02/2016

Production Manager (06/2015 – 02/2016)

Responsible for leading a group of 8 floor supervisors, 16 team leads while also overseeing production of 2 shifts of 200+ machine operators for a promotional imprint distributors with 6 buildings across 2 states.

- Led projects across production floor that led to the reduction of 19% of operating cost in my first 3 months and an increase of 41% in productivity (throughput), allowed for on time delivery especially international orders.
- Utilized Lean/Six Sigma principles and Continuous Improvement techniques that led to purchase of \$40,000.00 in equipment that reduced workforce by 6 associates and ensured accurate number of items being packed.
- Created and implemented a financial incentive program to motivate production associates to cross-train. This resulted in 99% of the staff on all shifts being cross trained.
- Reduced total scrap from average of \$60,000 per month to \$17,000 on my first 3 months and continually kept it under \$24,000 per month. Achieved by working backwards from the customer and developing redundancies.
- Established key performance indicators and floor metrics to lead improvements in quality, productivity, on-time delivery and cost reduction.

LIFECARE INC., SHELTON, CT

11/2007 – 04/2014

Legal/Financial Specialist/Health Coach

Lifecare provides management of Employee Assistance Programs and other services to top companies. Responsibility included conducting intakes to better understand employee/customers needs and building a network of providers.

- Engaged members and provided immediate support to address ongoing lifestyle management.
- Determined the appropriate intervention, action steps in dealing with the member situation.
- Provided telephone counseling to individuals with a variety of presenting issues.
- Worked as a team with 8 other employees to share workload assignments, prioritizing orders and working cross-functionally.
- Researched and contact potential community resources that meet client specific needs.

EDUCATION AND CERTIFICATIONS

Bachelor of Science, Public Health | Southern Connecticut State University, New Haven, CT