

## ► Josh Icard

Phone: 336-413-7921

E-mail: [icardj@outlook.com](mailto:icardj@outlook.com)

Website: [www.linkedin.com/in/joshicard](http://www.linkedin.com/in/joshicard)

### Objectives

To develop my career in Leadership, Supply Chain, Information Technology, and Logistics, with a keen interest in developing web apps and Warehouse Management Systems.

### Tech Experience

#### Full Stack Web Development Student

UNC Chapel Hill Web Development Bootcamp, September 2022-March 2023

Certified as a Full Stack Web Developer using the MERN stack. Trained in technologies such as GraphQL, Bootstrap, React, Node, Express, SQL, and MongoDB. Worked on three group projects and developed the entire back-end for two of them, including custom API, routing, and middleware. Learned to use GitHub as a version controller and project manager, and Slack as a means of team communication. Taught to implement RESTful APIs and the Model View Controller app structure, with a focus on Object Oriented Programming.

#### Warehouse Management System Specialist

Ashley Furniture, Advance, NC, January 2021-November 2021

Worked in the IT department as a System Specialist for Ashley's HighJump WMS service. WMS-HJ is used to manage manufacturing and warehouse production around the globe, as well as to assist with labor and asset management. My main role was to assist Distribution Centers in utilizing WMS/HighJump to its full potential, ensuring every facility and all staff were trained on its functions and features to maximize efficiency and productivity. I assisted in the setup of new 3PL's and moving facilities from paper trails to our WMS. I also was a member of the User Acceptance Testing team that would test development features, fixes, and enhancements and certify them before they were released to production.

#### Training Department Supervisor

Ashley Furniture, Advance, NC, May 2020-December 2020

Managed the Training department of the Distribution Center. Facilitated onboarding for all new hires during their first six weeks of employment. Trained all leadership including high-level management in our systems, including YourSelfService, AS400, HighJump WMS, UltiPro, Excel, and our scanner system. Taught health and safety protocols, quality standards, and company best practices to all employees. Managed a team of twelve trainers between two shifts that assisted in quality control and mentorship.

## Leadership & Logistics Experience

### Logistics Supervisor

Reeb Millworks, Mocksville, NC, August 2022-Present

Currently working as a Logistics Supervisor, overseeing a crew of employees and managing the shipping dock. I oversee the receiving of our completed transfer units, as well as our Returns, Customer Pick-Up, and Fedex areas. I interact closely with leadership from the Manufacturing Shop, Customer Service, and Warehouse departments in order to meet our customer demands. I assist in managing inventory and orders, ensuring our loaders are able to locate the needed product and meet on-time delivery standards. I complete various projects, including designing and installing our new racking system.

### Operations Manager

Keller Logistics Group, Statesville, NC, May 2022-August 2022

Managed a third-party logistics shipping/receiving operation. Responsibilities included managing and overseeing all warehouse operations, communicating with customers and vendors on a regular basis, and working directly with the Regional Operations Manager to organize policies, procedures, and specific requirements. In charge of overseeing daily warehouse productivity, strategic planning of all distribution operations, and ensuring processes are efficient and cost-effective.

### Operations Supervisor - Shipping

Ashley Furniture, Advance, NC, November 2021-April 2022

Managed a crew of thirty employees in the Shipping department of the Distribution Center. Planning, directing, and assigning work activities to employees. Supporting and implementing policies and procedures, and recommending improvements in operation methods, equipment, people, materials, and working conditions. Managing and improving functional areas and instituting performance measures. Improving working conditions and processes focusing on safety, quality, productivity, and cost.

## Skills

- ▶ Web Development
  - ▶ Front-End Development technologies including HTML, CSS, JavaScript, Handlebars, Bootstrap, and React
  - ▶ Back-End Development technologies including Node, Express, SQL, MongoDB, and GraphQL
  - ▶ Also experienced with Slack, GitHub, GitLab, and Heroku
  - ▶ Trained to effectively implement RESTful API's and Model View Controller app structure
  - ▶ Comfortable with Virtual Studio Code, Terminal, Insomnia, MySQL Workbench, and Compass
- ▶ Information Technology
  - ▶ 10+ years of Microsoft Office suite
  - ▶ Multiple WMS, including HighJump, Manhattan Scale, and Woodware
  - ▶ Azure DevOps and Sharepoint experience
  - ▶ Experience as a WMS Super User and Admin
  - ▶ AS400, MapCon, YourSelfService, ADP, and UltiPro

- ▶ Leadership
  - ▶ Calculating and optimizing labor hours, expenses, and other facility costs.
  - ▶ Managing crews of 10-40 employees, enabling the success of the business as well as the employees' personal performance.
  - ▶ Able to effectively communicate to employees all needed information, including training exercises and new workplace operating procedures.
  - ▶ Ability to discipline employees with the goal of putting them on the path for success, as well as managing employee schedules.
  - ▶ Able to teach health and safety, quality control, and best practices to all employees in a distribution center.
  - ▶ Capable of gaining a full understanding of new processes quickly and implementing them effectively across a department.
- ▶ Customer Service
  - ▶ Assisted customers from all sources, including Dine-In and Drive Thru's at restaurants, as well as call-ins and personal meetings with company drivers, carrier representatives, and Operations Managers at distribution centers.
  - ▶ Managed customer requests with the goal of providing the best possible service while looking out for the company's needs.
  - ▶ Received feedback from customers regarding quality control and load compliance, constantly collaborating closely with customers and distribution center employees to provide the highest quality service.

## Education

### High School Diploma (c.o. 2014)

- ▶ North Carolina School of Science and Mathematics
  - ▶ 3.9 GPA
  - ▶ Physical Education Teaching Assistant
- ▶ University of North Carolina Full-Stack Web Development Bootcamp
  - ▶ Certified March 9, 2023