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## ***Summary***

Full Stack Web Developer, focusing on the MERN stack, with over 18 years of leadership experience in a fast-paced and dynamic logistics operations environment. Proficient in JavaScript, HTML5, CSS3, React.js, jQuery, Express.js, Node.js, MongoDB, MySQL, and Python, as well as CSS libraries such as Bootstrap, Materialize, and ReactStrap.

Earned a Full Stack Web Development certificate from Northwestern University's Coding Boot Camp in 2018; and a Bachelor of Business Administration degree from the University of Michigan-Flint in 2007, with a concentration in Operations Management.

## ***Projects***

### **CalSnap**

November 2018

*Full Stack Developer*

Chicago, IL

- Calorie tracker app with the added benefits of using visual recognition technology to easily add your food items.
- React.js, Express.js, Node.js, MongoDB, Auth0, ReactStrap
- <https://github.com/cbo2/CalSnap>
- <https://calsnap.herokuapp.com/>

### **WaitER**

September 2018

*Full Stack Developer*

Chicago, IL

- Application allowing users to view nearby hospitals, see ER wait times, and reserve an appointment.
- MySQL, Express.js, Node.js, Materialize, Handlebars
- <https://github.com/jmgerow/WaitER>
- <https://wait-er-2018.herokuapp.com/>

## ***Professional Experience***

### **Sales Operations Manager**

August 2014 - Present

*Schneider National, Inc.*

Chicago, IL

Responsible for leading a high-performing logistics sales team consisting of Team Leaders, Sales Account Executives, and Sales Support Associates generating \$70M in sales revenue annually. Accountable for team members' revenue generation, client management, and career development.

- Creates and maintains a culture of safety, integrity, respect, and excellence.
- Directly works with over 100 clients in team's book of business including Fortune 500 companies.
- Leads and participates in face-to-face client meetings ranging from new business development presentations to quarterly business reviews.
- Leads continuous-improvement initiatives to provide a high level of customer service and exceed client expectations.

### **Driver Business Leader**

September 2009 to August 2014

*Schneider National, Inc.*

Gary, IN

Was responsible for leading 30 to 50 drivers in all aspects of their duties, including safety, service, low cost, and productivity.

- Encouraged safety at every opportunity with my drivers by communicating my expectations regarding safe work behaviors.

- Successfully led the on-site implementation of an Oracle-based transportation management system replacing the legacy system in 2010.
- Participated in customer visits to build professional relationships and enhance the overall customer experience.
- Increased productivity by improving asset utilization, managing driver time at home appropriately, and establishing clear goals with the drivers regarding weekly driven miles.
- Directly managed the Qualcomm MCP200 installation process for the Gary Operating Center.

### **Area Manager**

April 2008 to March 2009

*Amazon.com*

Irving, TX

Was responsible for leading a team of pickers, packers, shippers, problem solvers, and process assistants consisting of 50 employees daily and over 250 during peak season. Managed in both a non-sortable (large items) and forward deployment (small items) warehouse.

- Led and participated in several Kaizen events to promote continuous improvement on the management and hourly associate level.
- Achieved a record of zero recordable injuries in one year by creating and maintaining a safe work environment, promoting safety, and enforcing safe work methods at every opportunity.
- Encouraged and enforced a culture of 5S, which resulted in overall fewer quality defects and contributed to a safe work environment.
- Developed and implemented Lean production techniques resulting in less production waste and lower lead times between job functions.

### **Preload Supervisor**

January 2008 to April 2008

*UPS*

Flint, MI

Oversaw the proper unloading, scanning, and sorting of all packages being delivered in the Flint, MI area through UPS.

Was responsible for the safety, quality, and performance of my employees, as well as obtaining the set production goal.

- Consistently exceeded the expected flow-per-hour rate of 5,875 units from the inbound dock by holding my employees accountable to their productivity rate.
- Minimized the amount of injuries in my operation by training my employees and holding them accountable to the proper safety methods.
- Ensured 100 percent customer satisfaction by enforcing proper package-handling techniques and ensuring that all packages made it to the delivery vehicles on time to allow for a timely dispatch each day.

### **Local Sort Supervisor**

December 2000 to January 2008

*UPS*

Flint, MI

Was responsible for the supervision of the successful unloading, sorting, and loading of packages being processed through the UPS system in Flint, MI. Aspects included the safety of my employees, the quality of their service, and their productivity.

- Was responsible for the proper physical and virtual dispatching of all UPS trailers departing the facility. My site consistently exceeded the goal of 1/1,500 for departure scan, which was directly controlled by the dispatching of trailers.
- Minimized the number of mis-loaded packages in the operation and consistently exceeded the goal of 1/1,250 set by the Michigan District.
- Ensured that all packages were scanned while being loaded into the appropriate trailer and exceeded the goal of 1/80 for this metric.

## ***Education***

### **Full Stack Web Development Certificate**

November 2018

*Northwestern University*

Chicago, IL

### **Certified Supply Chain Professional (CSCP)**

May 2016

*APICS, the association for supply chain management*

Chicago, IL

### **Bachelor of Arts, Business Administration - Operations Management**

December 2007

*University of Michigan-Flint*

Flint, MI

Recognized for obtaining Distinction by the University's School of Management