

Jordan Thomas Heidlage

3875 Beech Street | Cincinnati, OH 45227 | 513-520-1429 | jheidlage6@gmail.com

LinkedIn:

Education

Miami University

College of Arts and Sciences, Oxford, OH

May 2012-May 2017

- Bachelor of Arts in Biology, Minor in Anthropology

The Ohio State University

College of Engineering, Columbus, OH

May 2022-October 2022

- Certificate - The Ohio State University Coding Bootcamp

Business and Related Experiences

Amazon.com Inc.

Area Manager II, Sub Same Day (Quality/Learning), Springdale, OH

May 2021-May 2022

- Launched first sub-same day fulfillment center in tri-state as part of an emerging Amazon test market, spending 5 months on short term assignment at a similar site in Detroit, MI to extrapolate all aspects of the business to relay to local team to ensure successful launch
- Developed extensive onboarding SOP's for 10 new leaders, and lead them during an 8 week short-term learning assignment in Detroit, Michigan partnering heavily with local site leadership to ensure quality onboarding process, and successful associate experience
- SME for all onboarding, learning, and quality metrics within the building, setting multiple network records within 3 months of launch

Amazon.com Inc.

Area Manager II, Luxury Stores & Inventory Control/Quality Analytics, Hebron, KY

January 2019-May 2021

- Established a new high retail value (HRV) department network wide for Amazon(Amazon Luxury Stores), utilizing all Inbound/Outbound/ReLo/Quality functions, effectively creating a world class full-scale fulfillment center within a fulfillment center, with launch of product featured in Vogue magazine
- Lead, mentored, and participated in every hiring pod for new associate leadership in 2020-2021
- Responsibility for continued inventory health to ensure both business, and customer maintained accurate inventory of stock, consistently increasing throughput metrics, while driving down negative quality metrics
- Successfully validated \$349,821 in continuous improvement projects leading process engineering team to increase associate safety, and building throughput
- Partnered with Sr. Product Manager, and development team to author extensive SOP's on all aspects of the Luxury Stores operation to maintain world class image
- Developed, and maintained a wide network of cross-departmental SME's across Amazon to partner with to address unique issues posed to new operation, leading to 0% fc-controllable customer experience misses within the first 12 months of launch
- Responsible for efficient labor planning of multiple departments, consisting of teams between 50-150 associates based on predictive volumes, consistently leading to multiple department throughput records
- Established effective partnerships with all support functions (RME, Safety, HR, Learning, Finance, Procurement) to construct 70,000 sq. ft. HRV cage, determining what needed to be procured, and developing the leadership team for this special project

Kohl's Corporation

Operations/Hardlines ASM, Columbus, OH

September 2017-December 2018

- Senior Manager of Operations in a retail setting responsible for netting over \$15 million annually

Manager in Training (MiT), Columbus, OH

June 2017-September 2017

- Completed a 12 week intensive, full-time leadership program, placed directly within one of the largest volume Kohl's facilities in the nation, learning all aspects of Retail Operations, and Organizational Leadership