

Kenneth A. Westbrook

Los Angeles, California | 607-759-7425

Professional Experience

Operations Manager I

Amazon, LGB8, Rialto, CA

June 2022-April 2023

- Owned inbound dock process path, managing the unloading process of upwards of 80,000 cartons and supervising 50-75 hourly reports per shift
- Worked closely with senior leadership to develop and execute operational plans and strategies to achieve business objectives
- Lead safety programs and initiatives to reduce workplace injuries and improve overall safety performance

Operations Manager I Intern

Amazon, LGB7, Rialto, CA

June 2021-August 2021

- Analyzed performance metric data to determine productivity requirements to meet overall business objectives
- Engaged with associates during the shifts to maintain the highest level of safety and quality
- Developed and implemented new practices to improve communication and efficiency, such as...
- Researched and proposed new workflow to optimize Damage Land process, increasing average JPH (Jobs Per Hour) in Damage Land from 15 to 22

Ski Lift Operator

Seasonal, 2019-2022

Greek Peak Mountain Resort, Marathon, NY

- Ensured lift and surrounding area were safe for all patrons and assisted patrons in proper use of lift for efficient loading and unloading of passengers
- Checked lift tickets and enforced ski area policies
- Handled emergency situations and escalated issues to management where appropriate

Athletics Department Game Day Staff

August 2018-May 2022

St. John Fisher College, Rochester, NY

- Answered facility- and campus-related questions for patrons
- Communicated and enforced athletic department policies
- Assisted in oversight of outside events hosted in, and groups using, athletic facilities

Education

St. John Fisher College, Rochester, NY

May 2022

Bachelor of Arts in Political Science with a Minor in Data Analytics

Overall GPA: 3.4/4.0

Member of St. John Fisher College Varsity Baseball Team for entirety of college career, achieving Empire 8 Rookie of the Year (2019), First Team All-Conference (2019), and playing as a member of 2021 and 2022 Empire 8 Championship Teams

Skills:

- Strong written and oral communication and presentation skills
- Employee and performance management, including training, coaching, and mentoring
- Operationalizing workflows with focus on safety and efficiency
- Data analysis, including MySQL and R studio software
- Microsoft Office: Word, Excel, Powerpoint