Richard E Desroches

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*Qualifications Summary*

* Highly personable Customer Service/Logistics/Warehouse Person with over twenty years of experience in distribution, claims and sales processing, within the grocery, hardware, flooring and security distribution/logistics/aviation industries.
* Implementing continuous improvement techniques. My goal is to continually reinvent myself to meet the demands of the supply chain industry as it evolves.
* Track record of assisting in reporting procedures that reduce labor costs and improved customer-satisfaction ratings.
* Resolving escalated customer service issues, while striving for delivery of exceptional customer service and product.
* Proficient with Microsoft Office System, including Microsoft Visio along with AS/400; SAP; Locus WMS.
* Continuing growth and knowledge in Logistics Management with college work at both Institute of Logistical Management and Davidson Community College, along with APICS

**PROFESSIONAL EXPERIENCE**

*Masterbrand Cabinets, Inc. February 2016 - Present*

* Shipping Tech Lead

*Cardinal Container August 2015-February 2016*

* Shipping Supervisor

*North State Aviation June 2014 – August 2015*

* Inventory Control Data Analyst, Materials Expeditor

*TIMCO Aviation Services March 2011 – May 2014*

* STORES Supervisor

*Unilin Thomasville, NC 2006 to 2011*

* Distribution Team Leader

*ADI-Honeywell 2001-2006*

* Inside Sales CCTV

***Education***

Bachelors Biblical Literature Ozark Bible Institute Neosho, MO

ACT WorkKeys© Silver Certificate 2006

Certificate: Introduction to Transportation/Logistical Management Institute of Logistical Mgmt. Burlington, NJ Spring 2010

Lean Supply Chain Seminar: Georgia Institute of Technology 2010

Certificate: Transportation Mgmt. Davidson County Community College Fall 2010

Global Logistics Management: Davidson County Community College Spring 2011

Certificate Team Leader Certification: CAI Capital Associated Industries Feb. 2011

Building a Positive, Motivated, and Cooperative Team: National Seminar Training (Rockhurst University) 2013

APICS Greensboro Chapter Member 2011 – Present

APICS CLTD Certification in Logistics, Transportation, Distribution July 2016 – January 2017

Mohawk Ind. Corporate Training:

Mgr.-Supr. Safety Training MSDS;

Safety & Health Principles;

OSHA Inspection Mgmt. Guide;

HRS Module with PPE Training;

Intro to Haz Mat Recognition; Intro to Hazard Recognition