

OPERATIONS MANAGER

Highlights

- Experienced skills in warehousing/distribution and supply operations. Quick learner with the ability to envision the workload and make needed adjustments to meet/exceed customer expectations. Lead, Coach and Motivate a team of associates to meet/exceed required production goals daily. Use proven LEAN methods to improve operational work flow if needed. Establish and maintain all corporate and site policies. Review and verify quantities received. Coordinating acquisition and distribution of materials. Inspect material for damages. Assign incoming supplies to storage locations. Prepare and /or verify shipping documents. Perform inventories and location surveys. Establish and maintain files. Supervised stock accounting procedures. Monitor production and establish Coaching processes for follow up if needed. Establish and/or set up multiple Pick Paths to increase production or workflow. Maintain Quality Control. Conduct internal Audit for Compliance of SOP's and meeting Corporate Assessment. Drive Continuous Improvement Projects. Computer literate, Windows, Word Perfect, Power Point, and Excel, WMS4000, AS400, SAP.
- Lead Supervisor
- UTi Integrated Logistics
- Whitestown, IN
- August 2008 to April 2010 Leadership, Team Building Concept, Accountability for your actions, Safety awareness, communication.
- Warehouse Supervisor
- UTi Integrated Logistics
- Whitestown, IN
- February 2008 to August 2008 Leadership, Team Building Concept, Accountability for your actions, Safety awareness, quick learner able to adapt to any situation, communication.
- Warehouse Supervisor
- Dixie Warehouse Services, LLC
- Louisville, KY
- June 2004 to February 2008 Leadership, Team Building Concept, Accountability for your actions, Safety awareness, quick learner able to adapt to any situation, Customer Service

Accomplishments

- 8 Years of knowledge in various Military Occupations and Leadership facets.

Experience

Operations Manager , 04/2010 to Current Expedia 1/4 Tennessee , IL

- Experienced, Professional, Dedicated and Motivated Operations Manager I'm actively seeking a position available within your organization.
- You may be interested to know that my diverse qualifications and experience should enable me to add immeasurably to the overall efficiency and production of your operations efforts.
- I have achieved corporate goals and objectives and continue to gain relevant knowledge and experience in areas such as strategic planning, budgets, and customer service, areas that are vital for an operation to be successful in today's world of business.
- Looking to relocate as soon as possible to Georgia region.
- I have also acquired diverse management and training experience while serving 8 years in the US Military and possess the unique ability to motivate team members and staff to obtain quality performance.
- Manage the day-to-day activities of our 24 hour operations (which includes 4 Shifts, A, B,C and D) for the NRCC including but not limited to overall building production, quality assurance, receipts and shipment of products and/or orders, overseeing product availability from vendors, processing of orders and inventory accuracy.
- Develops LEAN strategies to manage current and future reset projects through continual improvement.
- Mentors and coach 8 supervisors and 50-75 associates on meeting/exceeding daily customer and corporate expectations all the while monitoring the facility for Safety compliance, vendor compliance, continual process flow, organization and 5S cleanliness all in compliance with Key Performance Indicators.
- Manage staff in each Operational Department: Picking, Receiving, Shipping, Quality Control, Inventory and Operations Clerks.
- Interviewing/Hiring/Planning workforce, allocations of orders, training, monitoring performance and progress, coordinating daily work activities for direct and indirect staff and handling associates raises, grievances, discipline and evaluations.
- Motivates, organize and encourages teamwork within the workforce to ensure Productivity, Safety and Quality goals are met daily.
- Upholds and complies with all Standard Operating Procedures, corporate and site specific policies, safety and work rules and OSHA/MSDS Standards.
- Accomplishments: Improved overall production, on time delivery to each store, met yearly Corporate Safety goals, help build team concept in the work place, held associates/staff accountable for the actions through coaching and mentoring daily to help improve overall customer relationships, received four 5-Star Gold Audits from Corporate for our site over the last five years, established forward pick path locations to help with picking bigger projects, established proven continuous improvement processes through the operation to make it run smoother and be more efficient in our daily workflow for our associates and staff to achieve daily success, established trust and confidence from our

customer to always do things the correct way.

Education

Business Management Core Curriculum : 1996 Saint Leo College 1/4 City , State

Skills

accounting, ARMY, AS400, attention to detail, budgeting, budgets, Business Management, C, coach 8, Coach, Coaching, Computer literate, Concept, Continuous Improvement, client, customer satisfaction, Customer Service, CVS, Decision making, delivery, directing, estimating, Senior management, filling, Forklift, Hiring, home office, Hubs, HR, inspecting, inspection, Inspect, internal Audit, inventory management, Inventory, Inventory Control, Team Building, Leadership, Team Lead, Logistics, materials, meetings, mentoring, Excel, Power Point, Windows, works, pallet jack, personnel, Pick, policies, processes, progress, Quality, quality assurance, Quality Control, Quick learner, rapport, Receiving, record keeping, maintain files, researching, Safety, SAP, scanning, Scheduling, Shipping, SOP, SQL, store manager, strategic planning, Supervisor, supervising, surveys, Team Player, teamwork, Team Work, Time management, Transportation, unique, view, warehousing, Word Perfect, workflow