

MANAGER SUPERVISOR LOGISTICS OPERATIONS CLERK II

Summary

Reliable logistics administrator focused on developing and implementing process controls and quality improvement initiatives that reduce costs and increase company revenue. Computer savvy export compliance analyst versed in quality control, inventory control, customer service, and management.

Highlights

- Inventory tracking and reconciliation
- Budgeting
- Vendor management
- Inventory control
- Detail-oriented
- Cost reduction
- Customer service-oriented
- Global logistics
- Ground and air transportation
- Shipment planning
- Imports and exports
- ECCNs
- Export compliance audits

Accomplishments

- Letters of Recommendation - NCAR, Colorado; CompUSA, Colorado Employee Recognition Award nominee - NCAR, Colorado
- Customer Service Representative Awards - CompUSA Service Beyond Expectations Award (SBE) - Marriott Disney Employee of the Month (Courtyard Marriott, Disney) and CompUSA, Colorado Quality Assurance Team Member - Disney World, Florida.

Experience

05/2008 to Current

Manager Supervisor Logistics Operations Clerk II Nan McKay - El Cajon , CA

- Promoted, in my second year, to logistics Operations Clerk II.
- Organized and facilitated international and domestic projects as unofficial Assistant Project Coordinator.
- I served as the interim manager of logistics department, as necessary, over six years.
- Identified and resolved client issues before they were problems.
- Spearheaded and accomplished, successfully, the reduction of administrative duties by 97%.
- Cost effective analysis of bills using IFAS, FedEx and UPS websites, preserving time and allocated funds to better suited material in a timely fashion.
- Generate FP One Mail reports monthly in .pdf and Excel ensure balance of divisions mail funds.
- Updated electronically, all manual filing systems, creating a faster way to access information.
- Effectuated export compliance audit system, hindering unnecessary possible fines up to \$250,000.
- Dissolution of account key fraud, waste, and abuse accounts, saving the scientists \$2,000 - \$150,000 annually.
- Apply use of Integrated Financial and Administrative Solution (IFAS) as research tool for defunct account keys, vendor titles, personal and division accounts.
- Extensive use of IFAS for entity, vendor, division, and program codes, as well as UCREPOST for purchase order status.
- EOM reports and thorough research saved our division \$5,000 minimal yearly.
- Co-created and implemented both original inventory and audit system for warehouses.
- Co-created and implemented digital recording procedures using CudaSign and tablets recently.
- Evaluated and implemented revised warehouse procedures.
- Affected the decision to adopt the disposal of electronic property through Eco-Cycle and CHaRM.
- Accommodated export compliance of several overseas projects.
- eCFR site utilized as well as bis.doc.gov for correct ECCN and product identification.
- Screening use of Visual Compliance website brought efficiency up to industry standards.
- Independently conducted room moves and full dock procedures at Mesa Lab location for four years.
- Revamped work order system for internal room moves.

12/2001 to 01/2008

Interim Manager CompUSA - City , STATE

- Co-audited store for policy and procedure compliance, merchandise setup and handling.
- Demonstrated interim management of warehouse and computer repair/service department successfully.
- Supervised and coached new staff members to excellence.
- As an assistant project coordinator, created and implemented all plan-o-grams and vendor stations.
- Instructed and lead one-on-one pc, laptop, operating systems and programs classes.
- Exercitation of skills performed repairing all systems.
- Validated inventory via IMS system from Airborne, FedEx, and DHL inbound.
- Collaborative use of IMS of the transfer of inventory between stores routinely, created efficient accountability for inventory.
- Controlled merchandise and demos flow from warehouse to store floor.
- JDA reports were run daily for quality control of setups on the floor.
- Inventory control assistance position accounted for accurate merchandising then reconciling against IMS records.
- Troubleshot inventory reconciliation kept the numbers at less than 3% error per year.
- Capitalized on the need to keep under budget, by utilizing Excel spreadsheets for self-made soft set plan-o-grams.
- Resolved customer issues in a quick timely manner, with realistic expectations.

02/1997 to 01/2001

Supervisor Courtyard Marriott Disney World - City , STATE

- Promoted to evening supervisor of Courtyard Marriott restaurant within six months.
- Audited physical dining facilities regularly for policy and procedure compliance set by Disney.
- Dissolved customer complaints with efficiency and appropriate resolutions.
- Cultivated excellent relationships with patrons resulting in repeat customers.
- Responded to all inquiries from the general public in a prompt and professional manner.
- Co-created and attended monthly Quality Assurance meetings for performance evaluations of all departments.
- Co-created open channels of inter-departmental work ethics committees, reducing stress immensely.
- Stabilized international work environment for all departments, improving staff morale overall.

Education

Bachelor of Arts Excelsior College BSLA - incomplete

1989

University of Arkansas Fort Smith

2015

Certificate : Project Management ExpertRating.com

Skills

Project management associate, administrative, budget, compliance audit,Â filing, IMS, inventory control, logistics, meetings, IFAS, Access, Excel spreadsheets, MS Word, Google Earth, Irfanview, Mail One FP, operating systems, Google mail, Google documents and spreadsheets, pdf, quality control, Quality Assurance, reconciling, recording, research, supervisor