

OPERATIONS SR. MANAGER

Skill Highlights

Windows NT/XP/ME, AutoCAD, Microsoft Office, Visio, Visual Basic, Arena, Retail Link, Teradata.

Professional Experience

Operations Sr. Manager 06/2011 to Current Dxp Enterprises Hobbs , NM

- Supervise an area of 300 employees Actively provide support to the areas in the daily basis.
- Ensure the department goals are met.
- Maintain key performance indicators (KPI's) as expected for the area Coordinate and execute projects to ensure efficiency in the department.
- Maintained cost/kilo below 9.9 cents by keeping the productivity levels on target Allocate the demand of man-hours to maintain low labor operating cost Accounted for 28 MMUSD in remuneration.

Warehouse Manager 06/2009 to 01/2011 Korn/Ferry International Murfreesboro , TN

- Improved safety in the warehouse by implementing new safety procedures decreasing the incidents by 35% in 2010 and 39% in 2011 Improved new palletizing techniques to reduce the production time from 12 hrs to 8 hrs Informed the area in new operational restrictions presented in the network Complied with 100% in requirement courses directed by the corporate headquarters.
- Communicated each flight coordinator's performance in a monthly basis to execute a plan of improvement.
- Ensured that each flight contained of the information needed to reinforce the quality of the final product Maintained the percentage of overtime below 2% in 2010 and 2011.

Export Control Center (ECC) Manager 10/2007 to 06/2009 Cb Richard Ellis North Stamford , CT

- Supervised the commercial and operational interests are met to maximize the revenue of each flight Developed new initiatives within the group such as cross training, learn on hand, mini projects to ensure continue professional growth.
- Facilitated analytical tools to compiled operational data to present daily reports to management Coordinated with managers weekly meetings to ensure continuous improvement in the warehouse Interviewed new professional candidates for the export control center Projects at Lan Cargo: Lean project implementation in the areas of Export and Import in Miami to ensure customer satisfaction: Increase cargo ready by 67% Optimizing build-up pallets process time by 20% Optimize scheduling system resulting in overtime decreasing from 15% to 2% Forklift fleet project: Represent more than \$500,000 in savings in the next 5 years by changing propane fleet to electric fleet.
- Minimize overtime from 17% to 3% resulting in a cost benefit of approx.
- 1mUSD per year.
- TSA regulations and implementations: Implement new procedures that minimized penalties by 24% Reporting: Design reports for the departments to track KPI's.
- Process Alignment: Identify opportunities for improvement resulting in a project expected to save \$800,000 in the next 5 years.

Project Coordinator 06/2006 to 10/2007 Shamrock Foods Billings , MT

- Developed making decision projects to ensure customer quality.
- Supported to other project managers to ensure execution to resolve problems Projects: Site to Store, Implemented standard operations procedure (SOP) reducing customer time in the process by 37% Merchandise Flow flight 6, gathering information for operations development.
- Department 5 inline project, best practices to stock new release DVD's Backroom Customer Initiative, Standardizing unloading procedures, backpack sorting Customer Initiative, implementing new operation tools to improve inventory control specialist (ICS) efficiency as well as perpetual inventory (PI) accuracy.

Sales Analyst 09/2004 to 07/2006 Queen's Flowers Corp City , STATE

- Recollected data from sales history to design forecast report for management.
- Prepared monthly sales report for reviewing with top management.
- Analyzed behavior of accounts to increment sales.

Transportation Supervisor 06/2002 to 07/2004 Queen's Flowers Corp City , STATE

- Coordinated a team of 12 drivers Designed efficient routes to minimize mileage consumption for deliveries Supervised and coordinate unloading of inbound shipments.
- Ensured the efficient and safe operation of all transportation equipment.
- Conducted operations in a manner which promotes safety.

Education

Master of Business Administration (MBA) April 2012 Florida International University (FIU) City , State

Lean - Six Sigma Green Belt Certified

B.S : Industrial and Systems Engineering May 2006 Florida International University (FIU) City , State Industrial and Systems Engineering

Languages

Proficient in English and Spanish

Professional Affiliations

Member of the Institute of Industrial Engineers (IIE), Member of Human Factors and Ergonomics (HFES) Member of Alpha Pi Mu Member, Member of "Golden Key International Honor Society" Member of the American College of Healthcare Executives.

Skills

AutoCAD, continuous improvement, customer satisfaction, drivers, DVD, English, Forklift, inventory, inventory control, Lan, meetings, Microsoft Office, Windows NT, network, next 5, quality, Reporting, requirement, Retail, safety, sales, scheduling, Six Sigma, SOP, sorting, Spanish, Teradata, transportation, Visio, Visual Basic