

# Michael Surdo

Well-rounded, problem solver with 8 years in managerial roles previously in startup environments and fast-growing small businesses. Gained experience across a variety of fields including Warehouse Management, Shipping/Receiving and Inventory Distribution, backend systems.. Self-motivated and teamwork-oriented. Always striving for personal best and that of my team.

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## EXPERIENCE

### **Revel Transit Inc, Inventory Manager**

Feb 2020 – May 2022

- Collaborated with operations team to scale the spare parts inventory for expanding fleet size
- Collaborated on migrating the system to new ERP platform.
- Utilized ERP for constructing transfer orders, purchase orders, inventory adjustments, stock counting
- Developed systems for parts picking, barcode system and SOPs for intake of overseas container shipments and forklift operation
- Managed the distribution of spare parts between multiple NY locations and to 4 satellite operations across the US
- Monthly warranty claims for spare parts with overseas manufacturer NIU technologies
- Collaborated with supply chain and data teams on order forecasting using on the ground experience and historical data gathering.
- Used operational experience to support ground ops during peak seasonal demand

### **Uncommon Goods, Operations Lead (Seasonal)**

Oct 2019–Jan 2020

- Exported orders from Fulfillment Dashboard
- Prepared and collated work to be distributed to pickforce
- Gauging order volume and staffing to find equilibriums in workflow

### **Upper 90, Hicksville, New York— Warehouse Manager**

Jan 2016 - 2019

- Manage inventory HUB that processes new stock and oversee the distribution of inventory across 4 retail locations.
- Maintain a warehouse with strong organization. Implemented a new layout that increased pulling efficiency and a grid system for outbound products.
- Coordinate the weekly distribution of product to stores via Upper 90 truck deliveries or with UPS Ground shipments.
- Base staff of 3–5 employees, delegating tasks in English and Spanish.
- Led a company wide change into a new inventorying process and gave on-site tutorials for store managers.

## SKILLS

Netsuite  
Excel (pivot tables, vlooks e.g)  
Slack  
Google Drive Suite  
Smartsheet  
Lightspeed POS  
Magento  
Forklifting via pallet racks  
Transit Van driving in NYC

## EDUCATION

### **Hunter College**

Aug 2016–currently enrolled

### **Farmingdale State College**

Aug 2013–Sept 2015, Dean's List 4 semesters

### **Nassau Community College**

2009–2011, Dean's List 4 semesters

## LANGUAGES

Spanish (fluent)

Italian (conversational)

German (conversational)

English (fluent)

Python (intermediate)

**Upper 90, Hicksville, New York— *Web Fulfillment Manager***

Sep 2014-2019

- Oversee the fulfillment of orders placed on u90soccer.com from the shipping HUB.
- Implemented quality control in the picking, packing and UPS shipment of orders.
- Prioritize timeliness and accuracy of shipments throughout high volume periods like Black Friday and major seasonal periods.
- Daily use of heat press machines to heat press customized apparel.
- Daily use of Adobe Illustrator and cutting machines for vinyl customization.

**Upper 90, Hicksville, New York— *Retail Manager***

August 2013-Sep 2014

- Opened a new Upper 90 location, managing a staff of 5 employees with a co-manager.
- Daily customer interaction in sales and customer service with a focus on optimizing customer experience from start to finish.
- Worked opening and closing shifts, arming and disarming the alarm system and locking up shop.
- Safe-box deposits for daily cash sales and weekly bank deposits.
- Weekly sales reporting and summaries for ownership.

