

# Naleen C. Lachan

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## Operations & Logistics Leader

Enterprising and results-oriented **Operations and Logistics Leader** with more than 12 years of proven accomplishments in operations and logistics management, QA, P&L accountability, and process improvements for leading global organizations. Outstanding leadership and analytic skills with business acumen for optimizing business and revenue growth leveraging on six sigma methodologies, and leading diverse teams for high-quality performance and timely delivery across competitive landscapes. Versatile self-starter with technology savvy and strong organizational skills for managing multiple portfolios, innovative problem-solving and streamlining of processes for improvements and efficiency. Articulate communicator for team leadership, collaboration and forging of relationships for success.

### Core Competencies

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|-------------------------|--------------------------|---------------------------|
| • Quality Assurance     | • Productivity Increases | • Account Management      |
| • Operations Management | • Logistics Management   | • P&L Management          |
| • Performance Metrics   | • Cost Optimization      | • Six Sigma Methodologies |
| • Contracts Negotiation | • Process Improvements   | • Performance Standards   |

### — Technical/Language Skills —

Microsoft Office Suite (Excel, Word, Outlook, PowerPoint), GAANT, Cheetah, Salesforce,

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## Professional Experience

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**Founder/CEO | Lachan Investments LLC | Palo Alto, CA**

October 2009- Present

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A highly motivated and results-driven leader with over 14 years of experience in identifying investment opportunities, conducting thorough market analysis, and implementing profitable strategies. Leveraging expertise in real estate investment to drive growth and maximize returns.

### **Selected Contributions:**

- Extensive knowledge of real estate investment principles, market trends, and property valuation.
- Proven record of accomplishment of successfully acquiring, managing, and selling investment properties.
- Strong financial analysis skills, including cash flow projections, ROI calculations, and risk assessment. • Excellent negotiation and communication abilities, fostering positive relationships with clients, partners, and stakeholders.
- Proficient in utilizing technology and software applications for property research, financial modeling, and market analysis.
- Identified potential investment opportunities in residential and commercial real estate markets through extensive market research, networking, and analysis.
- Conducted thorough due diligence, including property inspections, financial analysis, and risk assessment to determine viability and profitability.
- Developed comprehensive investment strategies, including property acquisition, financing, and exit plans.
- Negotiated and structured purchase agreements, lease agreements, and joint venture partnerships to optimize returns.
- Managed property portfolios, overseeing renovations, tenant relations, and ongoing property maintenance.
- Monitored market trends and conducted periodic financial evaluations to make informed investment decisions.

*Continued...*

- Collaborated with brokers, contractors, and legal professionals to ensure smooth transactions and compliance with regulations.

**Branch Installation Manager California & Nevada | CSC SERVICEWORKS | Union City, CA**

October 2017- March 2020

Leading the CSC Service Works Installation Network that spans across Northern California and Northern Nevada. Responsible for full P&L and operational performance and profitable growth in providing commercial laundry (Central Laundry Room, In-Unit, and On Premises Laundry), as well as air-vending solutions across North America and Europe. Helped lead to building a billion-dollar plus company and having Best in Class team of 3,000 professionals and servicing over 40 million consumers.

***Selected Contributions:***

- Heading the transition from traditional payment methods to payment technology in Northern California and Nevada
- Heading the growth of new business installations and ranking amongst the top 5 in the Nation within the first 6 months of taking over the Install dept.
- Eliminated over \$200,000/year in parts by creating a standard of parts inventory that should be carried by all field engineers and improved process by having field engineers collaborate to complete jobs in the field versus ordering parts and delaying completion of tasks.
- Collaborating with cross-functional leaders in Sales, Service, Customer Support, IT, and Marketing to develop strategic improvements to cross-functional process and system.
- Led field engineers to be Best-in-Class by following through on our customer commitments and by managing team schedules to provide same day service and responding expeditiously & compassionately to customer complaints.
- Building and retaining a team of Best-in-Class talent, managing and training on CSC processes, procedures, and client-focused service culture, and goal setting for the team and individuals
- Improving revenue at low net locations and improving service at high volume service call locations by flagging and monitoring those sites and working with my team to troubleshoot and course correct.
- Develop and drive uniformity in warehouse/install policies and procedures (including staffing and route planning)
- Manage procurement processes and coordinate material and resources allocation
- Manage relationships/agreements with external partners/vendors related to Air and Laundry installations
- Direct the local execution of the Company's strategic initiatives
- Evaluate overall performance by gathering, analyzing, and interpreting data and metrics and providing corrective guidance to Branch teams

**Operations Fulfillment Lead, SMX @ Google | GOOGLE | Mountain View, CA Nov 2016 –Oct 2017**

Provide key leadership direction for team of 150+ operators and 15+ leads spanning more than 20 stores in fast-paced, start-up environment. Achieve daily fulfillment metrics in on-time delivery, quality, availability, productivity, and fill-rates. Lead successful problem-solving in day-to-day operations, while implementing process improvement changes through cross-functional coordination with engineers, marketing, finance, transportation, scheduling, and other key departments.

***Selected Contributions:***

- Consistently reduce costs through optimization of logistics planning
- Identify and remove bottlenecks in storage, deliveries, and departmental coordination ~\$10K/week in cost savings
- Manage budget and complete monthly, and quarterly reports detailing activities and improvement plans
- Drive process improvements across stores by assessing current state of business through use of A3 and PDCA problem-solving techniques ~ 30% improvement in quality and 15% improvement in fill rate, and additional ~\$100K/week in sales

- Conducted employee orientation and developed training initiatives to get new employees up to speed more quickly ~40% improvement in hourly production
- Created a morale-boosting employee relations plan that reduced turnover by 25%.
- Coordinated shipments between 3PLS and customers achieved 99.5% average delivery rate on all assignments with no loss of materials or assets.
- Lead sales increases and cost reduction of \$150,000/year by cross-training personnel, partnering closely with merchants across 20+ stores, and sharing performance results in weekly meetings
- Deliver outstanding results by training and developing 30+ store leads, and fostering environment of team collaboration, continuous process improvement and strategic management
- Ensure timely completion of milestones with desired results, by focusing team on meeting business objectives and systematic tracking of progress

**Logistics & Operations Manager | XPO LOGISTICS | Union City, CA**

Feb 2016 – Aug 2016

Led successful interfacing with key internal organizations such as quality, materials, GSM, planning and delegation of front-line management. Oversaw management of daily production activities including scheduling, materials availability, yield improvements, supply planning and cycle time improvements.

***Selected Contributions:***

- Provided expertise on cost-optimization, manufacturing capacity, factory flexibility, supply-chain optimization, product quality and product order cycle-time
- Directed programs and projects with external suppliers and development of contractor base team
- Created new channels of growth while accounting for complete P&L management
- Reset entire accounts hub out of Union City, CA, by facilitating improvements in process management, leveraging on six sigma methodologies
- Generated \$2M/year in revenue from Basset account, in addition to accounts from Amazon, Peloton, Thomasville, Forward Air, Gilt, Whirlpool and Costco

**Logistics & Operations Manager | LIVING SPACES | Fremont, CA**

May 2015 – Feb 2016

First operations manager hired to set up a new facility in Fremont, CA. Established all aspects of distribution center and show room, overseeing inbound and outbound products, quality control and vendor relationships. Ensured adherence to high-quality standards through successful management of quality control operations for \$3.5M inventory for Northern California distribution.

***Selected Contributions:***

- Improved operational systems, processes and policies supporting organizational mission, focusing on management reporting and information flow, business planning and processes
- Ensured operational excellence through long-term planning and six sigma initiatives
- Achieved financial goals through review of production and activity reports, and financial statements, while creating solutions to increase revenues and reduce operational costs

**Logistics & Operations Manager | MACY'S | Union City, CA**

June 2014 – May 2015

Spearheaded achievement of functional departments KPI and customer service level goals, by meeting individual and department productivity rates and quality expectations. Provided integrated leadership as result of cross-training with managers from various departments.

***Selected Contributions:***

- Met or exceeded performance requirements in areas of safety, shortage, cost-control, quality, processing standards, flexibility, reliability, customer service and execution to plan
- Promoted team and individual growth and performance excellence through performance reviews, while cultivating positive work culture for delivering high-quality customer service
- Identified optimization opportunities and drove implementation of process improvements
- Increased efficiency by streamlining flow of merchandise throughout distribution center

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**Technical Manager** | SEARS HOLDINGS CORPORATION | San Jose/San Francisco, CA

June 2011 – Feb 2014

Successfully led management and accountability for entire bay area market, overseeing 100+ technicians and P&L, and project managed acquisition of new contracts for home services division.

***Selected Contributions:***

- Promoted team from last place in performance to top 10 in region
- Increased customer satisfaction while reducing costs by establishing key customer satisfaction and operational metrics which guided informed decisions
- Received special recognition from VP for reducing costs by controlling idle time of technicians

*Prior position included Chief Operating Officer/Co-Founder, X Marketing Strategies LLC, CA,*

*July 2010 to Feb 2012*

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**Education & Awards**

- **B.S. in Commerce, Business Management**, SANTA CLARA UNIVERSITY, Santa Clara, CA, **2010**
- **Entrepreneurship Masters Program**, Center for Innovation & Entrepreneurship, SANTA CLARA UNIVERSITY **2011**
- **Ranked #1** Installation team in CSC Service Works with the highest growth in November 2019
- **Ranked Top 5** Installation team in CSC Service Works for 2019
- **Ranked Best Performing** Field Service Manager in CSC Service works 2018
- **Best in Productivity** for Northern California Award for 2012, SEARS Holdings Corporation
- **Top 10 Award** in West Coast Region for Best Customer Satisfaction in 2011, SEARS Holdings Corp.