

Jeff Frye

Supply Chain Manager



CONTACT

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SKILLS

- PRIMARY
- supply chain management
 - logistics
 - inventory management
 - procurement
 - demand planning
 - forecasting
 - vendor management
 - warehouse management
 - transportation management
 - sourcing
 - cost reduction
 - process improvement
 - risk management
 - supply chain optimization
 - cross-functional collaboration
 - data analysis
 - project management
 - continuous improvement

EXECUTIVE SUMMARY

Dynamic and results-driven Senior Supply Chain Professional with a proven track record of optimizing operations and driving business growth. With over 10 years of experience in supply chain management, I have successfully led cross-functional teams and implemented strategic initiatives to enhance efficiency and reduce costs. As a strategic thinker, I have consistently delivered on key performance indicators, driving process improvements and achieving operational excellence. I have a strong background in inventory management, demand planning, and logistics, which has enabled me to streamline operations and improve customer satisfaction. My expertise lies in developing and implementing supply chain strategies that align with organizational goals and customer demands. I have a deep understanding of global supply chain networks, and I have successfully managed complex international operations. By leveraging advanced analytics and technology, I have optimized supply chain processes, resulting in significant cost savings and improved productivity. I am adept at building strong relationships with suppliers and stakeholders, ensuring seamless collaboration and effective communication. With a focus on continuous improvement and a passion for delivering exceptional results, I am committed to driving success for your organization as a Senior Supply Chain Professional.

WORK EXPERIENCE

General Manager

January 2021 - Present | Amazon.com | Hebron, KY United States

- Managed a team of 3,500 associates and 75 leaders
- Oversaw the implementation of 14 safety projects across 21 sites, resulting in achieving network safety incident goals and increasing safety engagement by 21%
- Led a cross-functional Process Improvement Team to improve operational excellence at five sites, validating \$7.5M in cost savings
- Created Inbound Trailer Visibility program, resulting in \$7.7M reduction for vendor concessions

Site Leader

leadership
communication

March 2019 - December 2020 | Amazon.com | Hebron, KY United States

- Led a team of 1,500 associates and 40 leaders through a successful building decommissioning process with zero Employee Relations escalations.
- Achieved best cultural results in the network with a 40% improvement in associate satisfaction and a 66% improvement in leader satisfaction.
- Reduced First Aid Incident Rate (FAIR) by 22.8%.
- Successfully achieved a 32.6% reduction in Significant Incident Rate (SIR).

Senior Operations Manager

March 2016 - March 2019 | Amazon.com | Hebron, KY United States

- Drove the Reverse Logistics Network Quality Program, resulting in a \$72.4M increase in Yield YoY Results and a \$1.7M decrease in Concessions.
- Led the CVG2 Continuous Improvement Program, achieving \$13.7M in validated savings.
- Mentored four direct reports, guiding them to successfully transition into the Senior Operations Manager role.

Operations Manager

May 2014 - March 2016 | Amazon.com | Hebron, KY United States

- Coordinated and implemented Sort Kaizen event deliverables resulting in 28% increased capacity
- Improved sort performance by 16%
- Achieved 74% Customer Experience efficiency, resulting in \$674K validated savings
- Established the Amazon Warriors Affinity Program in the CVG Node

Senior Operations Manager

May 2009 - May 2014 | Target Corporation | West Jefferson, OH United States

- Implemented strategies to improve operational performance in the Inbound and Warehousing Department, resulting in increased efficiency and cost savings.
- Developed and mentored a team of eight Operation Managers and over 100 team members, fostering a culture of continuous improvement and achieving high levels of employee engagement.

EDUCATION

BACHELOR OF SCIENCE BIOLOGY

East Carolina University
N/A 1996 - December 1996

SKILLS

PROFESSIONAL

Project Management
Data Analysis
Communication
Leadership
Problem Solving
Teamwork
Time Management
Presentation Skills
Critical Thinking
Negotiation
Strategic Planning
Decision Making
Analytical Skills
Organizational Skills
Attention to Detail
Creativity
Adaptability
Collaboration
Innovation
Conflict Resolution

SKILLS

SECONDARY

Project management
Data analysis
Problem-solving

- Reduced safety incidents by 48% as the building Safety Manager, leading to a "Green" safety rating and saving over \$200K in medical costs.
- Achieved a perfect score of 100% on the annual compliance assessment as the building Compliance Manager, demonstrating adherence to regulatory standards and best practices.
- Successfully managed a 1.5 million square Distribution Center, ensuring timely and accurate order fulfillment for 70+ stores.

Regional Transportation Manager

March 2007 - May 2009 | Target Corporation | Suffolk, VA United States

- Planned and scheduled 3PL vendor/port deliveries for the Import Warehouse, ensuring timely and efficient transportation operations.
- Negotiated and established contracts for 3PL carriers, yard service providers, and tractor/trailer maintenance providers, resulting in improved service quality and cost savings.
- Managed transportation schedules to effectively service over 30 distribution centers located between 180 miles to 800 miles away.

Production Controller

July 2004 - March 2007 | Target Corporation | Suffolk, VA United States

- Planned and staffed an Import Warehouse that processed 15 million cartons annually for over 30 executives and 300 team members.
- Analyzed data, forecasted staffing levels, and coordinated operational planning to achieve total building efficiency and service commitments.
- Managed a team of 300 members to ensure smooth operations and meet service commitments.
- Coordinated with 30 distribution centers to ensure timely and accurate processing of cartons.
- Achieved high levels of efficiency and accuracy in processing cartons, resulting in improved overall warehouse performance.

Operations Manager

January 2003 - July 2004 | Wal-Mart, Inc. | Pageland, SC United States

- Successfully managed a 30-person receiving operation.
- Processed more than \$2 million dollars' worth of freight on a daily basis.

- Time management
- Communication
- Leadership
- Teamwork
- Critical thinking
- Adaptability
- Creativity
- Presentation skills
- Negotiation
- Research
- Organizational skills
- Attention to detail
- Conflict resolution
- Decision-making
- Networking
- Customer service
- Sales

- Ensured the safe and accurate processing of freight.

Infantry/Hazardous Chemicals Manager

**August 1997 - January 2003 | United States Army | Fort Hood, TX
United States**

- Planned and coordinated hazardous chemical detection operations in over 200 Iraqi storage facilities and suspected chemical rockets.
- Coordinated and synchronized 10 combat arm elements from the Tactical Operations Center for over 100 successful missions.
- Achieved the title of Post Soldier of the Year in 1999.