

# PETER ATKINS

San Diego, CA

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## OVERVIEW

Operations leader with proven success in designing processes and executing performance improvement initiatives and exceeding operational goals. Highly skilled at analyzing data, identifying trends, and formulating strategic initiatives to initiate projects to meet company-wide initiatives.

## EDUCATION

**Master of Business Administration**, Rady School of Management 08/2024

University of California, San Diego, CA

**Bachelor of Art, Supply Chain Management**, Eli Broad School of Business 08/2019

**Batchelor of Science, Environmental Economics and Management**, College of Agriculture & Natural Resources

Michigan State University, East Lansing, MI

- Marketing Internship - Dalian Haosen Intelligent Manufacturing Co., Ltd. - Dalian, China
- Master's Courses - Wageningen University & Research - Wageningen, The Netherlands
- Environmental Health, Safety, and Sustainability Internship - Johnson & Johnson - Lititz, PA

## PROFESSIONAL EXPERIENCE

**Operations Manager**, MD Revolution, San Diego, CA 10/2021 - Present

- Leading the Operations Support department. Overseeing development of operational tools, standardizing lean operational workflows, and striving for 100% SLA adherence
- Tracking and forecasting monthly throughput and other operational KPIs. Providing capacity and demand analysis for the sales and operations planning and forecasting process using Tableau and Excel
- Developing more than 75 operational reports in Tableau utilized by executives daily. Collaborating with internal stakeholders and clients to deliver data, fueling operational success
- Monitoring fulfillment operations for clients and partners and over 50,000 patients, ensuring high levels of efficiency and execution. Providing training, quality analysis, and reporting on monthly performance trends
- Developing and strategically planning over 50 operational projects scheduled for 2024. Utilization of numerous cross functional project management platforms such as Jira, GuideCX, Asana, and Zendesk
- Implementing more than 10 new vendors and clients, integrating new processes with existing operational initiatives. Ensuring new software and tasking is implemented and able to be tracked appropriately

**Multi-Site Area Manager**, Amazon, Whole Foods, Washington, D.C. 04/2020 - 09/2021

- Directed up to 900 direct reports and over \$500,000 of weekly sales at multiple Whole Foods Market locations. Overseeing end-to-end business operations, including HR, procurement, and account management
- Heading weekly nation-wide calls as a Subject Matter Expert for curbside pickup at Whole Foods, accounting for 10% of Prime Now's business. Problem solving and workflow development to drive pickup metrics
- Improved team utilization by 113% by reducing lost time incidents by 75% from Aug - Nov 2020
- Mentoring a team of assistant managers and supervisors. Developing four internal leaders receiving promotions

**Outbound Dock Area Manager**, Amazon, Fulfillment, Baltimore, Maryland 10/2019 - 04/2020

- Supervised 120 associates in a fast-paced environment in Amazon's largest fulfillment center in the United States. Coordinating incoming deliveries and the outbound shipment of over 1,000,000 packages a day
- Facilitated labor planning and allocation to reduce cost and increase Delivery Estimation Accuracy. Partnering with senior leaders to anticipate demand and maintain a 99% uptime rate on the outbound dock
- Improved quality from 6% unfavorable in Jan 2020 to 3% unfavorable in Apr 2020. Estimated annual savings of \$600,000