

# Tyler Buchanan

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## Areas of Expertise

Quality control  
Customer service  
Project management  
Vendor management  
Facilities management  
Supply chain & logistics  
Inventory & procurement  
Domestic & international freight

## Professional Skills

IT  
Eclipse  
Forklift  
Microsoft office  
Adobe illustrator  
Adobe photoshop  
Spanish (limited proficiency)

## Personal Accomplishments

Lapped the world in 2013

2 solo backpacking expeditions abroad

## Interests

Cycling, music, reading, travel

Versatile professional with over 10 years management experience working in the ecommerce & retail industries; customer oriented with a focus on quality, streamlining operations & business growth. Accomplished manager & team player with a history of achieving excellence through strategic thinking, analytics, strong commitment & ability to take on enormous responsibility.

## PROFESSIONAL EXPERIENCE

*(Note: resigned from previous position in December 2012 & took a year off to travel)*

**Contractor/consultant** **1/14-present**

**Director of Operations** **Mixonic** **1/09-12/12**

- Responsible for multiple departments
- Revolutionized packing & shipping department by introducing barcoding, new boxing methods & recycled materials; labor, breakage & bottom line were greatly reduced
- Installed new production machines increasing throughput by 2000%
- Collaborated with accounting department monitoring frequency of chargebacks & potentially fraudulent transactions to eliminate future cases
- Introduced counters to automate & provide accurate counts
- Standardized strict quality control procedures
- Facilitated development of in-house software applications prior to product launches
- Coordinated with IT firm to ensure computers & servers were running optimally
- Decreased assembly staff by 20% through automation
- Motivated customer care department to produce excellent service & retention
- Generated supply chain formula simplifying outsourcing to multiple vendors
- Point of contact for any facility maintenance & emergencies

**Operations Manager** **Mixonic** **8/04-12/08**

- Integral in overhauling Prepress department
- Modified assembly line packaging system greatly increasing productivity
- Integrated mail merge shipping for On Demand orders
- Streamlined monthly inventory process cutting count time by 75%
- Revamped production training model leading to highest output in company's history
- Introduced preventative maintenance programs reducing down time & scrap rates
- Used key performance indicators (KPI) to measure departmental success
- Trained staff ensuring proper procedure, safety, productivity & quality are top priorities
- Maintained & serviced specialized industrial equipment

**Closer** **Sur La Table** **7/03-7/04**

- Supervised & maintained order for store #1 in domestic sales & foot traffic
- Helped coordinate special events such as book signings with celebrity chefs
- Continuously led store in big ticket sales
- Closed store cataloging sales, delegating preparation for morning shift & making deposit

**Store Manager** **FTC** **3/01-3/03**

- Overhauled Inventory Management System
- Instituted fraud detection procedures to eliminate the processing of fraudulent orders
- Updated website with new products & inventory status
- Developed new procedures to ship all orders within 24 hours
- Buyer

**REFERENCES** – Available upon request