

# TIMOTHY CATELLIER

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## HIGHLY SKILLED & RESULTS-ORIENTED OPERATIONS MANAGEMENT LEADER

AREA MANAGEMENT | TEAM OVERSIGHT & LEADERSHIP | ADAPTABILITY | CONTINUOUS IMPROVEMENT

Strategic, detail-oriented, and forward-thinking professional with 8+ years of combined operations and area management experience and proven expertise in driving operational excellence, optimizing efficiency, and achieving business objectives through strategic planning and team building. Advanced business acumen, noted for building and retaining high-performing teams, translating business and functional requirements into solid action plans, as well as driving improvements within customer-facing functions to improve customer satisfaction. Well-versed in monitoring associate compliance to policies and procedures, distributing and maintaining procedures and supporting documentation, as well as introducing quality-focused best practices to achieve process excellence. Progressive leader with strong organizational and problem-resolution skills and proficiency in providing solutions for complex problems that span multiple businesses, functions, and timeframes. Familiar with OSHA requirements, managing large teams of up to 400 associates, and optimizing SOPs to standardize team performance and efforts.

### Areas of Expertise:

Operations Planning | Logistics Management, Planning & Coordination

Team Training & Mentorship | Cost-efficient Practices | Process Enhancement/Optimization

People Management | Business Plan Implementation | Leadership & Teamwork | Project Management

Strategic Thinking | Customer Service & Excellence | Forecasting & Budgeting | Performance Management

Data Analysis | Collaboration | Conflict Resolution | Multitasking | Resource Management | Change Management

## RELEVANT PROFESSIONAL EXPERIENCE

AMAZON.COM; Phoenix, AZ

2012 – 2015

### Area Manager

Provided strategic oversight and solid servant leadership support to the teams managing all key operations of the fast-paced distribution facility including inbound and outbound freight moving within different US states and cities. Ensured provision of best-in-class customer experience by driving cross-functional efforts across key functional areas to maintain 100% time and process accountability. Drove significant quality improvement by conducting periodic QA checks to achieve excellence.

- Delivered excellent data management and supply logistics support in order to ensure seamless creation, processing, and shipment of customer orders.
- Facilitated employee professional development and supported performance management strategy by introducing corrective actions on underlying discrepancies, coaching and mentoring team, and giving rewards and recognition on top performance.
- Established and piloted scalable programs related to staff development, new hire onboarding, and training leading to increasing team productivity and attaining a customer-centric, quality-focused work environment.
- Saved \$620K in 2014 and \$77K in 2015 by leveraging a strong agile-based approach and deploying lean six sigma practices to identify and eliminate process gaps, as well as optimize cost and overall efficiency.

PETSMART, INC.; Phoenix, AZ

2007 – 2012

### Operations Manager

Hand-selected to oversee and steer multifaceted inbound and outbound operations of ~3M forecasted units/week across 171 store locations in 5 different Western states. Managed and developed high-performing teams of exempt management staff and over 150 associates, overseeing operations across 1M sq. ft distribution and warehouse processing center including delivery of 3M+ units annually.

- Drove team to achieve excellence by introducing effective change management initiatives, facilitating performance improvement, and demonstrating a strong work ethic leading to progressing from supervisor to operations manager role.
- Created detailed Excel spreadsheets to track progress on attainment of DC-12 operational goals with an aim to influence decision-making of senior management and achieve designated business objectives.

- Enabled significant improvement in costs, process efficiency, and workforce optimization by sourcing and presenting training opportunities to the staff and increasing their understanding of job requirements and expectations.
- Successfully attained and maintained a 100% on-time delivery rate by working in close collaboration with inventory manager and strategizing effective measures to maintain optimal inventory levels.
- Defined and implemented new holiday procedures across 3 distribution shifts to facilitate timely and seamless processing of holiday shipments.

## OTHER PROFESSIONAL EXPERIENCE

LOAN SIMPLE; Remote

2022 – 2023

### **Loan Officer**

Contributed extensively to increasing mortgage loan sales volume by working collaboratively with customers, anticipating their dynamic needs, and building and maintaining a strong rapport with them by recommending custom solutions.

- Acquired and analyzed due diligence information, distributed pre-qualification letters, and filed post-closing documents in coordination with the business team to process new transactions.

OPENDOOR HOME LOANS; Remote

2021 – 2022

### **Loan Officer**

Delivered exceptional performance by timely maintaining accurate files and securing a high loan approval rate, overdelivering the defined goal for the first half of 2022 resulting in securing #1 position among 11 mortgage consultants. Leveraged excellent knowledge of customer needs and strong customer service skills to close loans, exceeding the monthly goal by 60%.

- Received recognition as one of the strongest MCs across the organization by utilizing expertise in lean management and navigating complex process changes, as well as systems.

CHURCHILL MORTGAGE; Phoenix, AZ

2020 – 2021

### **Loan Officer**

Key responsibilities included analyzing loan quality requirements, assessing disclosure statements, and completing detailed checklists for processing over 20 monthly leads.

JP MORGAN CHASE; Phoenix, AZ

2018 – 2020

### **Home Lending Advisor**

Managed and drove an eCommerce group to identify customer needs and present home equity, first-time mortgage, and refinance solutions through an online lead generation platform to potential customers to secure new leads.

JG WENTWORTH HOME LENDING, LLC; Phoenix, AZ

2017 – 2018

### **Loan Officer**

Ensured repeat business and a high referral rate by delivering best-in-class customer service and maximizing their satisfaction, as well as retention rate. Held active Nationwide Mortgage Licensing System (NMLS) licenses and registration across 23 states.

QUICKEN LOANS, INC; Scottsdale, AZ

2015 – 2017

### **Mortgage Loan Originator**

Analyzed and surpassed competitor performance across the targeted market and processed the highest number of loans in the entire department leading to receiving the “Rising Star Award” for 2 separate months in 2016.

## EDUCATION

NORTHERN ARIZONA UNIVERSITY  
**Bachelor of Science in Business Management**