

FNAME LNAME

3241 West 22nd Street ✧ Chicago, Illinois 00000
000.000.0000 ✧ Fname.Lname@yahoo.com

OPERATIONS MANAGER

Warehousing / Facilities / Inventory Control / Quality Control

Accomplished, high-energy Operations Manager with over 10 years management experience in Warehousing, Inventory Control/Management and Quality Control. Able to reengineer internal processes, increasing efficiency and improving productivity. Excels at coordinating tasks of numerous internal divisions to ensure rapid, accurate delivery of services to a high volume of customers while maintaining operational efficiency and cost control. Track record of identifying redundancies and maximizing resources to streamline operations. Exceptional communications skills, both oral and written. Interacts effectively with management, customers, vendors and cross-functional teams. Pragmatic problem solver; empowers employees with a 'get things done' attitude. Certified Project Manager, skilled in Warehouse Management Systems (WMS), SAP, MRP, MS Office, KRONOS, MS Access, Covisant, FoxPro and AS 400. Experience with ISO 9000/9002 best practices.

KEY ACCOMPLISHMENTS

- ✓ Reduced Overtime cost from 15% to 5% by effecting Six Sigma best practices while at ContainerSolutions.
- ✓ Increased time available for freight scanning by 45 minutes a day through resource optimization.
- ✓ Decreased loading time for R&L and Fed-Ex by 30 minutes.
- ✓ Recognized at ContainerSolutions for creating a culture where awareness of safety policies, company operating procedures, OSHA guidelines and cost containment are communicated and understood.
- ✓ Increased production and accuracy 14% while at WorldWide Medical.
- ✓ Maintained a 98.9% accuracy rate on all shipments at WorldWide Medical.
- ✓ Delivered projects from \$1 million to \$10 million early and at an average of 20% under budget while with Owen Specialty Services.

PROFESSIONAL EXPERIENCE

ContainerSolutions Solutions, Kansas City, Missouri

2009 – Present

OPERATIONS SUPERVISOR

- ◆ Supervised up to 40 employees including four leads that directed a work flow of 55,000 to 65,000 parcels/day. Monitored/managed productivity reporting, hiring, daily attendance, timekeeping, individual coaching/training, performance evaluations and relations with vendors.
- ◆ Streamlined departmental loading processes; reduced loading times of R&L and Fed-Ex up to 30 minutes.
- ◆ Reduced the overall processing cost per piece by increasing available freight scanning time by 30 to 45 minutes/day.
- ◆ Reduced Overtime Cost 10% by utilizing Six Sigma best practices while improving quality of service.
- ◆ Introduced a four-point check plan for daily shipments and reduced shipment errors substantially.
- ◆ Contributed to P&L responsibility by providing strategic leadership in areas of quality improvement and cost reduction.
- ◆ Implemented daily safety initiatives to keep teams engaged and aware of all safety issues.
- ◆ Trained/mentored all teams on objective thinking while maintaining a positive workflow.
- ◆ Fostered beneficial relationships with partners/vendors and created a Community Outreach Committee to broaden company impact on communities.

WorldWide Medical Technologies, Kansas City, Missouri

2007 – 2009

FLEX WAREHOUSE MANAGER (2008 – 2009)

- ◆ Recruited to supervise three separate facilities on a rotating schedule. Managed MRP and inventory control; ensured that raw materials, support products and documentation were recorded and delivered on a timely basis to the proper location. Maintained all shipping and receiving documentation.
- ◆ Planned, trained team members and executed physical inventory counts. Implemented cycle counting and organized a program to maintain the inventory. Coordinated stock rotation with cycle counts resulting in a 2%+ variance for a rolling 12 month period.

(*WORLDWIDE MEDICAL TECHNOLOGIES, CONTINUED*)

- ◆ Increased production and accuracy 14% by analyzing team development, reviewing individual performance and mentoring team members.
- ◆ Coordinated and maintained a 24 hour turnaround for production and fulfillment of internal customer orders.
- ◆ Initiated a system to resolve vendor issues in 48 hours or less.
- ◆ Developed a shipping document review program; maintained a 98.9% accuracy rate on all shipments.
- ◆ Trained team members on Operations Excellence, Lean and Six Sigma principles/best practices; provided ongoing monitoring for performance excellence. Employees maintained a 90%+ training record.

WAREHOUSE MANAGER (2007 – 2008)

- ◆ Established goals, set performance standards, directed shipping and receiving, stock allocations, inventory controls, safety, order picking and packing.
- ◆ Managed shifts of up to 150 employees, five administrative staff members and eight utility employees.
- ◆ Increased productivity 12% by retraining to new organizational objectives.
- ◆ Identified, replaced and monitored defect-prone processes.
- ◆ Reengineered billing processes; reduced billing errors 5%.

Corning Specialty Services, Kansas City, Missouri

2005 – 2007

ASSISTANT AREA MANAGER

- ◆ Delivered projects from \$1 million to \$10 million early and at an average of 20% under budget.
- ◆ Analyzed projects for financial feasibility; prepared proposals and developed business plans. Communicated project scope to owners, clients and customers.
- ◆ Demonstrated proficiency in directing multiple projects simultaneously while maintaining schedules.
- ◆ Hosted weekly meetings/conference calls with sales managers and production staff.

XYZ, Inc, Kansas City, Missouri

2003 – 2004

DOCK SUPERVISOR / QUALITY ASSURANCE TECH

- ◆ Supervised shipping/receiving, stock allocations, inventory controls, order filling and packing.

XGK, Inc., Kansas City, Missouri

2000 – 2003

SENIOR SHIPPING COORDINATOR, DOCK SUPERVISOR

- ◆ Analyzed and reengineered department processes to increase productivity.

PREVIOUS PROFESSIONAL EXPERIENCE

Frank's Transmissions, Kansas City, Missouri (2000 – 2001)
Office Coordinator

Medical, Inc., Kansas City, Missouri (1995 – 1999)
Lead Trainer

EDUCATION / MILITARY

Certification in Project Management, 2008
Villanova University, Philadelphia, Pennsylvania

Lafayette Senior High School, St. Louis, Missouri

United States Army Reservist, 1993 -- 2001