

Operations Manager

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SUMMARY

Operations manager with nine years scaling service and fulfillment teams, owning a \$14M operating budget and 85 staff while driving throughput, quality, and cost results through disciplined process improvement.

EXPERIENCE

Operations Manager, Eastgate Distribution Company

2020 – Present

City, ST

- Directed a 200,000-square-foot fulfillment operation with 85 staff and a \$14M annual operating budget.
- Raised order-throughput per labor hour 27% by rebalancing shift staffing against demand-forecast data.
- Cut operating cost per unit shipped 12% over two years through a structured continuous-improvement program.
- Improved on-time shipment rate from 91% to 98.5% by redesigning the pick-pack-ship workflow.
- Reduced recordable safety incidents 40% by launching a daily pre-shift safety huddle and audit cadence.
- Negotiated carrier and equipment contracts that lowered annual logistics spend by \$260,000.
- Built a weekly operations scorecard tracking throughput, accuracy, and labor cost for executive review.
- Coached six supervisors on performance management, lifting team-level productivity targets met to 95%.

Operations Supervisor, Clearwater Service Group

2016 – 2020

City, ST

- Supervised a 30-person service team across two shifts, hitting daily output targets 96% of the time.
- Implemented a 5S workplace-organization standard that cut equipment-search time by an estimated 25%.
- Managed scheduling and overtime within budget, trimming premium labor hours by 18% in one year.
- Resolved escalated customer-service issues, holding the team's complaint-resolution rate above 90%.
- Tracked daily KPIs and ran root-cause reviews on misses, closing recurring defects within two weeks.
- Onboarded and cross-trained 20 new hires, shortening time-to-productivity from six weeks to four.

EDUCATION

Bachelor of Science in Operations Management

2012 – 2016

State University — City, ST

CERTIFICATIONS & LICENSES

Lean Six Sigma Green Belt · Certified Supply Chain Professional (CSCP)

SKILLS

P&L and budget ownership · Team leadership · Process improvement · Lean and 5S · KPI management · Supply chain coordination · Workforce scheduling · Vendor and contract negotiation · Safety and compliance · Performance management · Demand forecasting · Root-cause analysis