

OPERATIONS & SUPPLY CHAIN LEADERSHIP

10 years of Amazon experience leading cross-site initiatives in quality, safety, and efficiency. Known for crisp communication, scalable process design, and trusted leadership during peak operations. Delivered long-term improvements in KPI visibility, workflow safety, and training effectiveness across 90+ sites.

CORE STRENGTHS

- Operations Management
 - Forecasting & Labor Planning
 - Escalation Management
 - Process Optimization
- Quality & Safety Systems
 - Cross-Functional Collaboration
 - Training & Documentation
 - Strategic Problem Solving
- Change Management
 - Startup Communication
 - People Development
 - Continuous Improvement

AMAZON EXPERIENCE

Operations Manager | 2021–2025

- 600+ associates across multiple shifts
- Daily shift planning, live SLA monitoring, real-time adjustments
- Clear communication during escalations and handoffs
- 21-day labor forecasting and proactive staffing
- 30+ internal promotions from T1 to L7
- Coaching and KPI ownership for 13 salaried leaders
- Dashboard macros used by 90+ sites; reporting time reduced
- Hazmat SOP overhaul with ACES; scaled NACF-wide
- Lane Dash proposal → \$1.28M initiative, ROI under 6 months
- NonCon backlog cleared in 6.5 weeks (from 6 months)
- Startup video benchmark for NACF-wide safety & quality

Area Manager | 2015–2021

- UPH increase (240 → 310) and DPMO reduction (2100 → 400)
- SME for inbound operations and real-time problem solving
- Stow quality improvement: +19% team, +11% site, +4% region
- NonCon routing redesign across 12 sites
- Transfer lane optimization and escalation streamlining
- Scanner visibility adjustments driving accuracy
- Waterspider station overhaul using 5S methodology

TOOLS & TECH

- Excel (Advanced)
 - VBA (Basic)
 - Dashboard Reporting
 - SharePoint
 - PowerBI
- Google Suite
 - Asana
 - WMS
 - Quip
 - Internal Wiki Platforms
- Slack
 - AI-Powered Tools & Process Integration (Open to adoption of AI for efficiency)

EDUCATION

BBA – Business Administration | Bryant & Stratton College, Graduated April 2013