

# JOHN DOE

555-555-5555 ■ [email@email.com](mailto:email@email.com) ■ 123 Main Street ■ City, State 11111

## OPERATIONS MANAGER

**Analytical and results-driven Logistics Specialist with 10+ years of experience formulating and improving production processes to increase efficiency and decrease operating costs.** Skilled leader with strengths in budget administration, shipping/receiving, supply chain management, and customer relations. Respected supervisor with proven talents in hiring and staff training, motivation, and performance evaluation.

Excellent problem-solving and inventory control skills, impeccable attention to detail, and exceptional process and procedure development abilities. Continuously search for ways to streamline distribution and enhance warehouse operations. Top performer and valuable contributor to management teams.

*Expertise Includes:*

- Quality Control/ Assurance (QC/QA)
- Lean Principles
- Kaizen
- Financial Forecasting
- Warehouse Management Systems (WMS)
- Strategic Planning & Cost Control
- Business Development
- Scheduling & Workflow Optimization
- Production Planning
- Project Management

## PROFESSIONAL EXPERIENCE

ABC Company ■ City, State  
**Operations Supervisor**

2003 to Present

Hired by #2 maker of athletic apparel and shoes to establish standards and improve efficiency of 170K sq. ft. distribution center shipping 1M units per month with \$13M in total inventory. Currently fulfill Operations Manager's duties while he is on assignment assisting in launch of new facility in Canada. Preside over team of 86 employees across 4 departments (Pulling, Packing, Sorting, and Value Added Services). Work closely with staff at ABC world headquarters (WHQ), reviewing performance with strategic supply chain team and establishing monthly goals and labor budget with financial team. Coordinate all shipping, receiving, and storage functions. Prepare forecasts and conduct daily and quarterly analysis of discrepancy reports, communicating issues with sourcing and vendors.

- Achieved best cost per unit (CPU) for ABC supply chain at \$0.55 and reduced inventory discrepancies 20% annually by devising and implementing QA tracking audit system.
- Cut packing expenses 10% by promoting recycling and utilizing alternative materials.
- Successfully orchestrated center's transition to automated facility.
- Named showcase winner for ABC Lean event.
- Introduced alternative work schedules and 4/10 option for all hourly employees.
- Collaborated with upper management and HR personnel to create reward and recognition program and yearly pay for performance bonus plan.
- Doubled pulling productivity from 35 tasks per hour (TPH) to 70 TPH following purchase of order pickers.

ABC Company ■ City, State  
**Route Supervisor**

1998 to 2003

Managed 10 commercial routes and Sales Representatives for leading provider of uniform and concession stand services. Reported performance figures to Regional Distribution Manager on monthly and quarterly basis and administered annual budget. Maintained inventory control, coordinated deliveries, and handled receivables for multiple customers. Negotiated bi-annual contracts with key accounts and solicited potential corporate clients. Filled in for Sales Representatives as needed to ensure proper coverage for all routes.

- Maintained 15% growth in territory each year throughout tenure.
- Earned designation as #1 Corporate Sales Manager and highest selling district on the west coast in 2003, producing \$18 weekly sales average.
- Met or exceeded all customer satisfaction goals with business retention of 98%.
- Recognized as leading market center and top-performing district in 2001 as well as #1 in sales growth.

After

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ABC Company ■ City, State

1991 to 1998

**Licensed Pest Control Applicator**

Conducted termite inspection and pest control application for local business. Oversaw Pest Applicator and 2 office employees. Filed monthly and quarterly reports regarding use and application of state-approved pesticides. Prepared comprehensive bids/estimates for major commercial and residential projects. Handled purchasing duties and account management tasks.

- Secured exclusive contracts with real estate agents in City, State that are still in place today including multimillion dollar accounts encompassing fumigation, repairs, and yearly maintenance.
- Achieved State Termite Inspector Class 1 License and Pest Control Applicator Class 2 License at the age of 18, passing exams with 98.2% and 100% scores, respectively.
- Expanded business and enhanced organization's reputation by attending real estate socials and monthly Structural Pest Control Board meetings led by the State.

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**EDUCATION & PROFESSIONAL DEVELOPMENT**

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**General Coursework**, State University, City, State*Additional training through ABC Company:*

Annual State Labor Law and Union Avoidance – City, State (2003 to 2013)

Annual Red Cross First Aid and CPR Training – City, State (2003 to 2013)

Annual ABC Managing for Gold Training – City, State (2003 to 2013)

First Responders Training – City, State (2003 to 2013)

ABC Lean Training and WHQ Showcase – City, State (2011)

**Computer Skills:** MS Project, Visio, Office Suite; PkMS; AS400