

Core Competencies

*Leadership and Mentoring
 Strategic and Tactical Planning
 Accuracy Improvements
 Change Management
 Compliance and Auditing
 Process Improvements
 Third Party Coordination
 Collaboration and Team Building
 P & L Control*

Leadership experience managing up to 250 employees with emphasis on process improvement and positive associate relations.

Facility design and start-up operations experience as well as staffing plans, budgeting, cost reduction and P & L responsibilities.

Extensive retail distribution experience working within multi-million dollar inventory environments, managing on time delivery and process improvement to arrive at capacity increase at decreased budget.

E-Commerce distribution experience including development of critical picking schedules for seasonal timeframes, expansion of equipment requirements within budget constraints, and planning of new web launches to maximize shipping potential at or under budget.

Career Accomplishments

Leadership and Mentoring Managed Direct Market, Wholesale and Pack-on-Demand Fulfillment operations supporting the Harry & David and Wolferman's businesses for a 24x7 e-commerce business. For United Retail, managed all fulfillment DC operations for an \$18MM annual sales eCommerce company.

Strategic and Tactical Planning and Collaboration Built successful hiring and equipment rental plan to support 1.5MM unit perishable gift picking schedule during critical five week holiday timeframe. Collaborated with Buying, Planning, Transportation and Stores Divisions the accurate, timely delivery of product to multiple retail locations for \$40MM operation and developed budget for fifteen DC cost accounts. Trained staff on new audit practices for automated operations.

Accuracy Improvements Drove improvement of shipping accuracy from 96 to 99.3% at Longaberger. Developed strategic plans to launch new web offerings on time and under budget by 15% and successfully launched new web offerings within critical seasonal time constraints. Improved service delivery throughput from 88.5% to 99.7% at DFS.

Change Management Managed transition of new business (Wolferman's) into existing operations on time and under budget by 8%. Developed moving and start-up plan for new DC operation and ensured service levels to retail locations during transition while consolidating DC locations from three into one.

Process Improvements Managed expansion of equipment capacity by 50% on time and under budget by \$25k.

Third Party Coordination Developed outsourcing plans with multiple off-site 3rd party vendors to support peak-season volume.

P&L Control P & L responsibilities for annual labor payroll of approximately \$3.5MM for a 24/7 consumer Internet operation.

Work History

Education

Harry & David, Inc.	Fulfillment & Warehouse Manager	7/2007 to 6/2009
United Retail Logistics, Inc.	Fulfillment Manager	9/2006 to 6/2007
State Farm Insurance, Ops Ctr	Systems Coordinator	4/2002 to 9/2006
Gap Inc., Direct	Sr. Operations Manager	9/2000 to 11/2001
The Longaberger Company	Distribution Center Manager	9/1998 to 9/2000
DFS (Eddie Bauer, Spiegel)	Operations Supervisor	6/1994 to 9/1998
Limited Distribution Services	Group Lead, Operation Supervisor	2/1989 to 6/1994

B.S., Business Administration,
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 Columbus, Ohio.