

Timothy A. Maxey

8230 Cypress Way, Dexter, MI 48130 • (734) 546-9417 • TMax73@comcast.net

SUMMARY

- More than 10 years experience managing, training, analyzing, and planning production in warehouse, distribution, and retail environments.
 - 5 years experience configuring, testing, implementing, supporting, and analyzing warehouse management systems.
-

PROFESSIONAL EXPERIENCE

BORDERS GROUP, INC., Ann Arbor, MI, January 2008 to January 2011

Systems Analyst—IT Logistics

- Performed production support for issues effecting supply chain operations including: write SQL to select, analyze, or update data, research UNIX logs, document and communicate root causes and resolutions
- Performed business systems analyst role in all facets of software development lifecycle including: initiate discovery, define scope, document and prioritize requirements, write functional design specifications, write and execute test cases, support implementation
- Designed, tested, and implemented configuration changes in warehouse management system to increase efficiency or address defects in vendor delivered software
- Managed relationship with warehouse management system vendor, maintained open issues list, led regular meetings to prioritize and track remediation
- Managed new code implementation including: build and execute test sets in QA environment, coordinate warehouse and corporate resources for production deployment
- Acquired and maintained working knowledge of multiple logistics applications including 3 warehouse management systems, a warehouse conveyor system, and a labor management system in addition to familiarity with interfaces to their host merchandising and financial systems

BORDERS GROUP, INC., Carlisle, PA, October 2005 to December 2007

Production Support Manager

- Planned production for multi-shift distribution center incorporating flow through receiving and batch pulling, processed according to a weekly and priority ship schedules
- Managed Inventory Control department responsible for two company's combined \$150M inventory
 - Recruited and trained cycle counters who worked on each of 3 daily shifts
 - Analyzed discrepancy reports to identify gaps in training or processes, implemented resolutions
- Subject Matter Expert for Manhattan Associate's warehouse management system:
 - Participated with corporate IT and vendor resources in design sessions for system modifications customized to Borders business processes
 - Participated in user acceptance testing
 - Developed and implemented training program for WMS implementation including: write detailed user manuals, deliver class room presentations, and lead OJT
 - Face of the project in the facility: first responder to trouble shoot and escalate issues, answer ad hoc questions, respond to user feedback with consensus building or diplomatic rebuttals
 - Partnered with warehouse, corporate, and vendor stakeholders to continually adapt system to changing business needs

MCCOMB WINDOW AND DOOR, INC., Indianapolis, IN, January 2005 to October 2005

Warehouse Manager

- Managed warehouse and delivery teams of full-time and temporary workers to achieve labor savings of \$32,000 (roughly 10% of budget) through Q3 2005
- Implemented load scanning procedure, improving delivery accuracy from 89% to 97%
- Diagnosed bug in warehouse management system that had been causing inventory discrepancies and implemented work around
- Reconfigured racking to handle increased inventory and to allow for streamlining of receiving to putaway
- Drove change in the organizational culture by communicating expectations, holding workers accountable to expectations, and celebrating successes

BORDERS GROUP, INC., Fishers, IN, July 1998 to December 2004

Area Manager

- Managed 2nd shift operations of 30 hourly associates working in 3 departments
- Encouraged on-going individual and team development by completing regular performance reviews including timed work studies, coached improvement and maintenance strategies rooted in best practices, safety, and working more efficiently
- Implemented operational and policy change through regular department and shift meetings, as well as one on one coaching
- Used progressive discipline (verbal warning, written warning, final warning, termination) to counsel underperformers
- Participated in succession planning, mentoring my Group Leads and Trainers, including the Lead who succeeded me as Area Manager
- Led location's diversity initiative delivering presentations and sponsoring events
- Led new hire training
- Led 1st Shift Processing Department to 4 consecutive years of increasing accuracy, output, and efficiency while maintaining the best safety record in the company (Fiscal 2000-2003)
- Started as general warehouse, promoted to Trainer in April 1999, promoted to Group Leader in September 2000, promoted to Area Manager in March 2003

NET PAGE USA, Indianapolis, IN, February 1998 to June 1998

Sales Representative

- Identified decision makers in small to medium size businesses, presented custom web marketing solutions, negotiated terms

ONE HOUR MOTO PHOTO, Carmel, IN, January 1994 to December 1997

General Manager

- Managed daily operations for 10-15% growth in revenue 4 consecutive years
- Maintained just in time inventories of operational supplies and merchandise
- Recruited, hired, and out-placed full and part-time associates
- Implemented and maintained OSHA compliance program
- Marketed services to inside and outside customers, prepared sales presentations, solicited and purchased advertising media, initiated cross promotions with neighbor businesses
- Participated in all phases of a new business start-up

EDUCATION

B.S. in Business Administration, Indiana Institute of Technology, Fort Wayne, IN (2005)

COMPUTER SKILLS

Microsoft Office: Word, Excel, Outlook, PowerPoint, and Visio, Basic SQL, familiarity with UNIX