
Director / General Manager

Logistics • Operations • Project Management • IT

Professional Catholic business leader with a **demonstrated history of career growth** in the 3PL warehousing and computer software industry. Skilled in Business Process Improvement, Operations Management, Supply Chain Optimization, Fulfillment, Inventory Excellence, and Reverse Logistics. **I aspire to make a meaningful contribution** to the lives of those I interact with and to bring value to the business, my community and my family. Experienced in directing business development activities in multiple cities, building valuable partnerships, analyzing markets and problem solving. Implement cost-effective measures and increase profits by improving operations; able to identify and capitalize on employee strengths.

Areas of Expertise

- Training / Design / Implementation
- Conflict Resolution
- Scheduling / Time Management
- Consultative Sales
- Customer Relations
- Team Building / Leadership
- Warehouse Management Systems (WMS)
- Lean Operational / Productivity Improvement
- Metrics Development
- Quality Assurance / Six Sigma
- Staff Recruiting
- Purchasing/ Vendor Management
- Safety / OSHA Compliance
- Risk Mitigation

Professional Experience

ASP Global Services, d.b.a. SphereWMS
Chatsworth, CA

December 2015 to November 2017

Vice-President of Operations

Championed development, support and implementation teams with four direct and twenty indirect reports remotely. Orchestrated and mobilized team through new product development while maintaining superior service satisfaction in the core product. Optimized support functions resulting in **\$50,000 per annum savings**. Launched conversion to JIRA and JIRA Service Desk software across all operation functions.

Crane Worldwide Logistics
Grove City, OH

March 2015 to November 2015

Implementation Manager (Interim GM)

Spearheaded team install, configure, repair, replace computer related hardware, software, local networking equipment and wiring and ensure their stability while meeting corporate standards and procedures. Partnered with the business units/functions, sales and management to develop an implementation project plan and assist in the identification and establishment of an implementation team. Ensured that projects and programs that are global in nature are effectively communicated across the company. Ensured compliance with all related company policies, ISO guidelines and other regulatory requirements associated with the project. Assisted in the **development of Standard Operating Procedures** and train the implementation team and staff on requirements. Monitored performance metrics and measurements related to individuals, teams, processes, and projects and presented results to executive sponsors and customers. Utilized effective communication or negotiation skills, employing diplomacy and sensitivity to resolve critical or escalated issues affecting the customer, staff, or senior management. Conducted post-mortem assessment of project performance/success (both operational and financial). Keep abreast of emerging technology changes and innovations through formal or informal study, reading business and professional publications, networking, and participation in professional organizations. Served as Interim General Manager for contract logistics of 6 direct reports, up to 40 hourly associates and up to 30 temporary staff across 3 agencies. Established and deciphered data leading to lean process improvement, via kaizen, resulting in **increased on-time delivery percentage from 45.7 to 96.3** percent at the line level and from **52.7% to 97.7%** at the order level. Similar results in receiving for dock to stock, reduction in returns and rework resulting in a **30% decrease of stock-out inventory**. Established world-class inventory cycle counting practices resulting in **99.7% Item accuracy and 96.9% pick face accuracy**.

CEVA Logistics

Groveport, OH

March 2001 to March 2015

Sr. Logistics Manager – IS&S

Accountable in leading and vetting a team for all North American Change requests for every application. Personally managing changes for all WMS. Previously, senior executive staff member responsible for **Global WMS** vendor for all new environments/ enhancements (256 Clients design/development/ Project Management and 70-75 in process projects also North American Lean Assurance guiding all Lean Continuous Improvement Kaizen's. Previously, **Implementation/ Start-Up Project Manager** regional new business contracts. Global 3PL fulfillment and warehousing of General Electric Healthcare responsible for 8 direct reports and up to 35 employees with up to 50 contractors. Daily application of **Six Sigma** methodologies and **Lean Principles**. Maintained **99.998% inventory accuracy** of 37,000+ SKU's culminating in 800 order lines processed per day while maintaining 180 day outbound **shipping accuracy of 100%**. **Project Manager for dual, simultaneous Oracle WMS implementations**. Have maintained ISO certifications, Responsible for safety (**over 200K hours without lost time accident**), Shipping; domestic and international, Receiving, warehousing, customer service, equipment maintenance, third party customer return processing, web based metric dashboards, inventory, cycle-counting and WMS intervention. Maintained contract scope and revenue invoicing. Advisor to P&L ownership. **Promoted to Operations Manager, July 2001; Distribution Manager, August 2004; Project Manager, January 2006; Sr. Project Manager, July 2008.**

Key Accomplishments:

- Successful dual Oracle 11i WMS implementation from prior WMS.
- **Maintained 14% net revenue growth two consecutive years as Operations Manager.**
- Consolidated Purchasing responsibilities from West Coast **saving \$120,000** to cost center per annum.
- **Two consecutive years of Six Sigma Physical Inventory accuracy**, average variance less than \$600 through insertion of aggressive cycle counting program.
- Facility reengineering.
- **Implemented effective training programs through all phases of employee development** from initial orientation to developing goal oriented improvement plans as well as cross training for a variety of functions.
- Responsible for day to day Customer relationship.
- Successful in **winning additional opportunities from current account** including additional fulfillment volume and 4PL management of other relationships remotely
- Most improved Cost center March 2003
- Five consecutive years of **zero Full Time employee rollover**
- Scope Negotiations
- Network infrastructure design
- Participant in design and implementation of a "Milk-Run" for dedicated repetitive shipments **generating \$140,000 new revenue and savings to customer of \$60,000 per year.**
- **Most Improved Logistics Operation – July 2002**
- **Logistics Operation of the Year – July 2003**

Central Parcel Express d.b.a. CPX

Columbus, OH

October 2000 to January 2001

Sort Operations Manager

Made outstanding operational improvements while overseeing 5 direct reports and 55 employees who facilitated an average daily sorting of 21,000 parcels. Raised employee performance standards by creating and promoting clear vision of company expectations. Identified qualified candidates and negotiated employee contracts with temporary agencies simultaneously recruiting full time employees. **Recognized for ability to ensure highest sorting efficiencies while maintaining costs at expected levels.** Management responsibilities included receiving and tracking inbound freight shipments, determining sensitivity of load times and projecting volume to be completed based on available workforce. Collaborated with subordinates in creating line haul schedules to ship freight and communicated projected loads to drop point terminals, maintained accurate records of results. **Negotiated with a variety of vendors to ensure cost effective maintenance of all automated equipment.**

Key Accomplishments:

- Significantly improved productivity and identified staff strengths and weaknesses by designing and implementing a cross training schedule allowing employees to participate in all aspects of sorting operation.
- **Effected annual cost savings of \$378,000** by lowering average CPX package costs from \$0.19 to \$0.14 within first 3 months of employment. **Saved company \$20,520 annually** by decreasing USPS daily fines from \$74.00 to \$17.00 during tenure.

- Reduced worker errors and Postal Service fines by creating Business Compliance and Return Coordinator positions to ensure regulatory adherence and expediting of process.
- **Eliminated unnecessary labor costs by reducing operations** staff lower than corporate projections, enhanced flow of employee communication that positively effected productivity.
- **Improved product flow and reduced sort dyslexia** by devising floor plan that incorporated existing terminal layout; implemented cross scheduling system which utilized high performance employees to assist terminal operations reducing staff fatigue.
- **Implemented effective training programs through all phases of employee development** from initial orientation to developing goal oriented improvement plans as well as cross training for a variety of functions.
- Introduced CAPS Routing software to improve delivery operation efficiencies by reducing mileage (estimation of 390 miles per day), improving daily deliveries times; developed time clock back-up system which ensured proper payroll to employees.

Peapod, Inc. (Business to Consumer Internet Grocery Fulfillment)
Columbus, OH / Skokie, IL / Long Island, NY

August 1996 – September 2000

Zone Operations Manager

Originally hired as an Assistant Zone Operations Manager and promoted to Zone Operations Manager within 6 weeks. Accountable for maximizing operation potential in multiple cities. Exercised considerable leadership in overseeing 65 employees and 5 direct reports ensuring all zones offered finest in customer service. Demonstrated keen aptitude in analyzing operational trends while accurately forecasting required supply volumes. Established profitable partnerships and performed daily accounting of sales and balancing with retailers. Directed HR related activities to include interviewing, quality hiring, training employees and creating payroll reports. Involved in logistical and shipping/receiving aspects of operations to include creating delivery routes, dispatching drivers, coordinating maintenance of delivery fleet, pick, pack, delivery when needed, and quality control.

Key Accomplishments:

- **Implemented “one2one4all” training program that positively affected customer service** by boosting overall employee morale, emphasizing continuous training, enabling staff relationship building and reducing employee turnover.
- **Based on performance excellence was recruited temporarily to execute the responsibilities as Director of Operations for the East Coast, simultaneously maintaining existing zone management responsibilities.**
- Established strong market entrance managing staff of 125 employees and twelve direct reports; successfully assisted in deflection attempts to unionize.
- Trained in Level 3 systems operation and diagnostics acquiring strong user proficiency in specialized system (AOKIS) that linked company’s Information Systems with that of retailer’s.
- Secured and analyzed pertinent demographics in surrounding markets in preparation for future expansion and recruited management for targeted areas.
- Proposed insightful cost saving measure that anticipated a **delivery cost reduction of 20%**, decreasing service cost to members from of \$6.95 per delivery to \$3.00, and decreasing delivery window from 2 hours to 30 minutes.
- Implementing +4 zip code into system, which forecasts an additional 8700 members from surrounding market, a projected increase of 48%.
- Applied seasoned organizational skills during opening of 4 Columbus Zones, reducing initial Cost per order from expected \$14.00 to \$10.79, \$11.40, \$13.10, and \$9.88. Reduced Long Island CPO cost goal from \$16.00 to \$15.12 representing annual cost savings of \$76,320.
- **Received The Founders Award, (company’s highest reward) by achieving and maintaining a 98.83% service satisfaction level** and implementing company wide programs; Award included cash bonus, stock options, additional vacation and participation in Board of Director meetings.
- **Enabled company to capture 4,000 members by analyzing un-tapped target areas that included 12 zip codes** in central Ohio.
- Designed and implemented area event programs marketing Peapod, high marketing success resulted in partner retailer to assume marketing tasks.

McArthur Lumber & Post
McArthur, OH

December 1994 to July 1996

Outside Sales/Public Relations/Plant Manager/Raw Material Procurement

Contributed to company turn-around and performed a diversity of crucial responsibilities with primary objective to consult customers on product quality. Networked with key landscapers, farm suppliers, retail chains, and government agencies at township and State levels.

Key Accomplishments:

- **Reduced advertising budget 50%** by seeking and utilizing effective advertising strategies. **Retained key markets and steadily increased sales upon saving an estimated 25% of customer base of 700** in a five state region.
- **Increased annual order volume per customer 5% by development of window ordering system** allowing two or more deliveries to piggyback a semi-load thus reducing the order size exposure to customers.
- **Increased sales revenue by \$230,000** by introducing second party sales to complement company products.
- **Increased customer base to over 800** by employing raw material procurement and negotiation skills, which enabled company to obtain enough products to fulfill orders.
- Reduced labor and paper costs by computerizing plant operations; initiated groundwork for Website development.

Nabisco Brands, Inc.

August 1992 to October 1994

Columbus, OH

Territory Sales Representative,

Marketed cookies and crackers to mass merchandisers, wholesale and convenience accounts. **Increased annual territory sales by 600% and floor presence of incremental items by 200% with total sales exceeding \$10 million dollars.** Received anniversary reward for sales excellence in the company's 200th year anniversary and recognized by numerous awards for sales and display creativity contests, national finalist for Beauty and The Beast promotion.

Nationwide Insurance

April 1990 to May 1992

Columbus, OH

Associate Life Insurance Agent

Made considerable sales contributions targeting business executives with emphasis in offering Section 162 incentive coverage, buy-sell agreements, and capital protection. **Successfully generated 60% of sales through direct referrals and created a coded direct mail campaign that received a response of 15%, the industry average was less than 10%.**

Western Southern Life

October 1988 to April 1990

Columbus, OH

Sales Representative

Achieved top 1% sales ranking of approximately 2000 agents nationwide. Developed direct mail campaign to determine market trends. Recognized as salesperson of the month 5 times and enjoyed awarded vacations, including exclusive cruise to the Bahamas.

Education

Georgia Tech Logistics Institute Certification Program, Atlanta, GA

Eagle University, EGL, Various Certifications, Houston, TX

DeVry University, Technology Management, Columbus, OH

Franklin University, Insurance, Columbus, OH

The Ohio State University, Engineering, Columbus, OH

Ohio Northern University, Engineering, Ada, OH

Columbus State Community College, Columbus, OH

Community Service/Affiliations

Active Member Nos Lumine

Active Parishioner St. Cecilia Parish of the Columbus Catholic Diocese

Active Member Council of Supply Chain Management Professionals (CSCMP)

Active Member Bishop Ready Athletic Association

Active Member Knights of Columbus: 3rd Degree

Fraternal Order of Eagles: Brother

Former Bishop Ready High School Education Board

Member Ducks Unlimited

Member National Arbor Day Foundation

United Way Campaign Volunteer

Volunteer Youth League Coach for Softball and Baseball
1999 Alternate Board Member of The Westland Girls Athletic Association
1988 Membership Chair – Westland Area Business Association

References Furnished Upon Request
