

Patrick Connell

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Objective:

Provide excellent management of operations through a dynamic background in technology, e-commerce logistics, parcel logistics and supply chain management with a track record of non-technical skills required to resourcefully handle retail store and customer relations proficiently and resourcefully. Specializing in the development and mentoring of others through servant leadership, e-commerce logistics, and supply chain operations. I also have experience in Manhattan, AS400, and TMS.

Experience:

lululemon athletica

Outbound Logistics / Operations– Groveport, Ohio

2014 – present

- Pioneered an on time delivery performance tracking tool developed from time in transit models based off carrier information to key markets for Key Performance Indicators to establish vendor and internal partner accountability.
- Successfully achieved business go live logistics objectives for e-commerce and retail stores for the brands newest and largest distribution center based off best practices from our North American distribution centers and developed end to end SOP's for the logistics team.
- Spearheaded and organized reporting infrastructure for outbound shipping and logistics to improve retail packing performance and international e-commerce shipments.
- Developed a store shipping calendar through partnership with IT based off ship confirmation data to store destinations.
- Project work includes developing a pool distribution model that functions in a hybrid capacity that relates to both seasonal and holiday sales.
- Partnered with e-commerce and Omni channel teams to increase post purchase brand communication, sales and reporting. The goal was to provide advanced notification on shipment delays while ecommerce / Omni orders are in transit, generate and track returns shipments to ensure the highest level of customer service can be provide.

Limited Brands – Victoria's Secret Direct

Operations Supervisor – Reynoldsburg, OH

2011-2014

- Worked as a project lead with the e-commerce logistics team to re-design and successfully implement a cross functional delivery network of 16-17 million shipments while achieving over \$10 Million in cost reduction without sacrificing service.
- Met customer expectations through proper planning, maintaining an order turnaround of 1.3 days or less, reduce outbound load costs, detailing scheduled pickups for air service and scheduling outbound loads for a drop ship line haul network.
- Developed a detailed map for cross dock planning relating to future operational arrangements with Bath and Body Works Direct.

FedEx Ground

Service Manager - Whitehall, OH

2006- 2011

- Provide on time service through critical cut times, maintain quality by meeting load standards, productivity, and damage reduction.
- Train employees on processes involving hazmat safety, data entry, switching trailers, loading and scanning.
- Exceeded weighted metric goals; on time service, labor, and overnight service.

Education:

Ohio University, BS 2008

