

## STEVEN PARISH

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### SUMMARY

**Quality Leader** credited with improving customer service, throughput and quality levels through operational and financial enhancements. Confident and decisive, with talent for turning around underperforming operations. Establish business plans, define critical paths, build consensus, and develop and empower collaborative teams to improve process downtime, defect reduction, on-time deliverables, customer quality, and other measurables.

- Business Planning
- Budget Development and execution
- Professional Development
- Product Development
- Fulfillment Center Product Flow
- Quality / Continuous Improvement / Lean / Compliance
- Managing large teams across multiple sites
- Supply chain and logistics mgmt.
- Inventory Control
- Cost Reduction
- E-commerce
- Presentation Skills
- International Experience
- Direct liaison to customers / Cust service
- Statistical processes and metrics
- Develop new metrics as needed

### PROFESSIONAL EXPERIENCE

**Zulily, Inc.** Columbus, OH

**Apr 2014 to Current**

The leader in e-commerce flash sale experience for Mom's, the brands she wants at the best price. Employs 4,000 and generates \$1.8 billion in annual revenue.

#### OPERATIONS MANAGER

Hired during period of massive growth. Responsible for three area managers as direct reports and over 200 hourly employees in a high volume fulfillment center environment

- Managed all functions in the fulfillment center over nearly 4 years of service; inbound, outbound, and support functions learning, returns, inventory control and quality
- Drove changes in TPH through labor consolidation
- Slashed learning curves and dollars by improving training techniques and reducing training footprint
- Drove inventory accuracy up by implementing reactive and proactive programs without increasing time and dollars spent in support functions

**Thirty-One Gifts, LLC,** Columbus, OH

**2010 to Mar 2014**

Direct seller and retailer of personalized or non-personalized handbags, totes, purses, lady's and men's accessories. Employs: 2,400 in U.S.; generates \$800M revenue.

#### SENIOR MANAGER OF QUALITY

Reported to COO. First member of quality organization to be hired. Tasked with building teams in receiving warehouse and three separate processing centers. Managed team of 4 quality managers as direct reports and 90+ indirect reports including quality engineers, analysts, supervisors, team leads, and auditors.

- Started during tremendous organizational growth with no quality function, presence, or systems. Company average for shipping accuracy was 70%, immediately implemented systems to increase accuracy to >99% within two months where it has remained.
- Established standards for supplier partners in China and developed system and processing requirements for their factories, made 7 trips in 2.5 years to help build and maintain those processes
- Implemented incoming inspection processes and in process inspections to ensure supplier processes were effective.
- Drove returns for product quality down by more than 90% saving the company \$38 million in 2013 by eliminating the cost of poor quality.

**American Showa, Inc.,** Sunbury, OH

**2001 to 2010**

Manufacturer of suspension, transmission, and power steering components for the vehicle assembly industry. Major customers are Honda, Harley-Davidson, Mitsubishi Motors, Subaru, Yamaha, and Kawasaki.

#### **SENIOR MANAGER QUALITY AND PRODUCT DEVELOPMENT (2005-2010)**

Reported directly to Executive Vice President with three department heads as direct reports (QA, Product Development, Compliance Auditing and Training) and 22 indirect reports. Member of Corporate governance committee, Corporate risk management committee, and chaired the annual charity golf outing.

- Turned product development from financial liability into profit center by slashing product development spending by \$238K/year through process improvement and other cost reduction initiatives.
- Created and directed new product development system to sustain 100% on-time delivery to customers.
- Improved scrap losses by 28% annually using lean initiatives.
- Drove supplier quality initiatives through networking and using best practices found throughout supply base

#### **QUALITY MANAGER (2001-2005)**

Hired to bring stability to an unsettled, underperforming Quality Department suffering from high management turnover (6 managers in only 4½ years), low expectations, and no accountability.

- Orchestrated remarkable “worst-to-first” turnaround (89% improvement) in customer quality.
- Built a system to quickly identify root causes and implement effective countermeasures, resulting in stopping non-conforming product from reaching customers
- Managed quality system to achieve 10 consecutive ISO 9000 certifications.
- Decreased warranty costs by \$200K/year by implementing quick reaction program.

**Plaskolite, Inc.,** Columbus, OH

**1996 to 2000**

**DIRECTOR OF QUALITY ASSURANCE (1998-2000)**

**PRODUCTION SCHEDULER, MIRROR PLATING AND COATINGS DIVISION (1996-1998)**

### **EDUCATION**

**The Ohio State University**

**University of Phoenix,** Phoenix, Arizona; Bachelor of Science Degree in Management

### **MILITARY SERVICE**

**US NAVY (1989-1994):** Honorable service during Gulf War