

CANDIDATE M. NAME

3728 Street Ave • Austin, TX 78656 • (512) 555-1230 • candidate_name@gmail.com

Vice President of Operations

Supply Chain • Logistics / Reverse Logistics • Warehousing • Manufacturing • Transportation

Areas of Expertise

- Cost Control / Reduction
- P&L Accountability
- Inventory Control
- Revenue and Profit Growth
- Productivity / Performance Management
- Project Management
- Continuous Process Improvement
- Change Management

Executive Profile

Senior Operations Executive who provides strategic vision and leadership to accelerate growth, engineer operational processes, increase productivity and efficiency, and strengthen performance with sustained results for multi-million dollar operations. Extensive record of targeted, growth-oriented leadership, incorporating strategic approaches to optimize Lean operation principles, Six Sigma, KPI Metrics, and Corrective Action Preventive Action (CAPA).

Expert at combining financial and business planning with tactical execution to optimize long-term gains in performance, revenue, and profitability. Reputation as a change agent with an accomplished track record of restructuring and revitalizing underperforming operations and creating blueprints for success. Leadership philosophy promotes a focused approach to mentorship and active employee participation to extract meaningful contributions to organizational success.

Education & Training

B.S.B.A Finance • Valparaiso University • Valparaiso, IN
Six Sigma Green Belt: Lean Six Sigma • Villanova University • Villanova, PA

Professional Experience

GREENSTREAM INTERNATIONAL – Austin, TX 2015-Present

Vice President of Operations – Austin, TX • Louisville, KY • Hong Kong

Reporting to COO. Full P&L responsibility of \$2 million per week with 200 indirect reports and 25 direct reports across three facilities in the US and Hong Kong. Capitalize on breadth of experience in operations, logistics, distribution, and production to drive profits, improve efficiencies, and manage rapid growth for \$225 million global organization.

Selected Accomplishments:

- **Reduction of indirect labor costs by more than \$400,000** in first year by realigning managers' scope of responsibility, implementing direct labor metrics, and personal mentoring and coaching
- **Reduction of cost per unit (CPU) of 47.6% and 71.15% (respectively) for two US facilities** through development and implementation of dashboard metrics to manage key KPI drivers
- **Achievement of \$250,000 per month profit** at Hong Kong facility from previous net operating loss
- **16% improvement of Revenue-to-Cost ratio** per quarter due to enhanced operational efficiencies and improved first-pass yield
- **47% Net Margin improvement** year-over-year, from \$22.5 million to \$33 million
- **Promotion of 30% of workforce** as a result of creating and implementing advanced Supervisor training
- Full responsibility for closure of Louisville facility and consolidation of operations to Austin facility. Completed within one month with **no disruption of customer service or internal business functions**

MCR OIL TOOLS – Mansfield, TX

2015

Director of Operations

Brought on board to reduce costs, increase revenue, improve supply chain performance, and correct major quality issues within Manufacturing, Logistics, Transportation and Production across three facilities in a severely declining Oil & Gas market.

*MCR OIL TOOLS (cont'd)***Selected Accomplishments:**

- Directed a team of 96 people, comprised of 81 direct reports and 15 indirect reports, and **managed a \$24 million budget**
- Achieved **inventory cost savings of \$1.5 million** by streamlining supply chain operations and introducing technology to automate production planning and improve communication

PROJECT SUMMARY: Spearheaded project to make a recommendation regarding acquisition of new 150,000 square foot building. Reviewed all costs to build and opportunity costs associated with expanding square footage. Led cross-functional team comprised of Supply Chain and Industrial Engineering partners to capitalize on existing square footage and reduce operating costs. Implemented key process improvements, resulting in **43% increase in productivity in existing facility** within the first 6 months and ultimately **eliminated the need for the proposed cost of the new acquisition.**

WORLD WIDE TECHNOLOGY, INC. – Dayton, NJ

2013-2015

General Manager of Operations

Directed start-up project for 3PL market entry in the Northeast for a leading technology integrator providing technology products, services and supply chain solutions to customers around the globe. Developed and implemented strategic planning of new Warehouse, Supply Chain, Transportation, and Production operations from the ground up. Developed KPIs, created and led training, established employee recognition programs, and cultivated a high-performing and process-driven environment.

Selected Accomplishments:

- Led new business expansion with **full P&L responsibility of \$25 million**
- Achieved **\$12.5 million profit** and realized **inventory control accuracy of 99.98%** during the facility's first year of operation
- Conducted all vendor negotiations, designed facility layout, hired staff at all levels, and managed building cost maintenance for new 250,000 square foot facility

INGRAM MICRO MOBILITY (BRIGHTPOINT, INC.) – Dallas, TX

2010-2013

Director of Operations

Directed more than 1500 employees across 14 operational departments during acquisition of BrightPoint by Ingram Micro Mobility. Managed \$20 million P&L and consistently sustained all productivity metrics above 98%.

Selected Accomplishments:

- Delivered **\$2.8 million cost savings** through process flow enhancements
- Achieved **11% decrease in CPU** and maintained **9% Revenue Margin**
- **Increased quarterly productivity by 27% and improved QC from 89% to 97%** within one quarter through strategic process planning

DHL EXPRESS – New York, NY

2007-2010

Area Operations Manager

Profitably managed \$40 million budget for the highest-volume DHL package facility in the US (1.8 million packages per year).

Selected Accomplishments:

- **Exceeded revenue growth plan by 17%** while **reducing operating costs by 8% year-over-year**
- **Increased revenue by 55%** in first six months by implementing cross-functional program
- Consistently led area in service performance metrics: **Inbound Service 96.88% vs. plan of 94% and On-time Pick Up service level over 99%**

UNITED PARCEL SERVICE – Greater New York City Area

1994-2007

District Manager

Challenged to turn around underperforming operations and repeatedly led low-performing teams to record success in UPS Service Centers across the Northeast. Consistently exceeded goals and surpassed projections against aggressive growth forecasts and cost-cutting initiatives.

Selected Accomplishments:

- **22% increase in productivity** and **11% reduction in daily operating costs** due to enhanced processes
- **48% reduction in overtime costs** through effective labor management