

...inbound for strong expertise in end-to-end operations including labor planning, production execution, inventory management, and quality assurance systems. Recognized for elevating operational performance, strengthening compliance, and leading process transformation in high-pressure, time-sensitive environments. Consistently drives gains in efficiency, safety, and productivity through data-driven decision-making and structured leadership. Certified Continuous Improvement practitioner with a strong track record of building high-performing teams and scaling operational excellence across enterprise systems.

CORE COMPETENCIES

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| <ul style="list-style-type: none">• Strategic Problem Solving• Executive Leadership & Decision-Making• Team Development & People Leadership• Change Management & Transformation Leadership• Cross-Functional Leadership & Stakeholder Alignment | <ul style="list-style-type: none">• Safety Systems & Risk Mitigation• Workforce Planning & Labor Optimization• Continuous Improvement (Lean Six Sigma)• Enterprise Operations & Fulfillment Management• Quality Assurance & Performance Metrics |
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EXECUTIVE EXPERIENCE

NIGHT SHIFT OPERATIONS MANAGER (SENIOR OPERATIONS LEADER) Amazon Inc.	<i>August 2019 – Present</i> Campbellsville, KY
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- Lead 500 associates across 9 departments in end-to-end fulfillment operations, including labor planning, safety execution, quality management, and production performance.
- Direct shift-level operational execution, ensuring consistent delivery of safety, quality, productivity, and compliance KPIs.
- Drive cross-functional coordination across operations, learning, safety, and quality teams to ensure execution alignment.
- Manage high-volume fulfillment operations with responsibility for operational stability and performance outcomes.

DAY SHIFT OPERATIONS MANAGER

- Managed daily fulfillment operations across multiple departments, ensuring execution of production and labor targets.
- Directed workforce allocation and shift performance to optimize operational throughput.
- Supported process improvement initiatives to enhance efficiency and workflow performance.
- Ensured compliance with operational standards, safety requirements, and KPI expectations.

LEARNING OPERATIONS MANAGER

- Led onboarding strategy and training execution for associates and new managers, ensuring alignment with operational performance standards.
- Developed structured learning systems to enhance workforce readiness, capability, and overall performance outcomes.
- Collaborated with cross-functional leadership to standardize training content, delivery frameworks, and execution consistency.
- Strengthened leadership development initiatives, improving internal promotion pipelines and talent readiness.

INBOUND OPERATIONS MANAGER

- Managed inbound logistics operations, including receiving, inventory flow, and staging processes, to ensure efficient material movement.
- Oversaw labor planning and execution to optimize inbound throughput and operational efficiency.
- Monitored performance metrics and proactively resolved workflow bottlenecks impacting productivity.
- Ensured inventory accuracy and full compliance with operational standards and control procedures.

SITE COVID LEAD / OPERATIONS MANAGER

- Led site-wide COVID-19 operational response strategy, ensuring alignment across safety, compliance, and workforce protection initiatives.
- Coordinated cross-functional execution across HR, safety, maintenance, and site leadership teams to maintain operational continuity.
- Implemented safety protocols impacting 1,800 associates, strengthening workplace safety and risk mitigation measures.
- Supported end-to-end pandemic response planning to sustain operations and ensure compliance with evolving safety standards.

SITE QUALITY / ASSURANCE AREA MANAGER

- Managed quality assurance systems, including defect tracking, audit readiness, and compliance monitoring.
- Led process improvement initiatives to reduce defects and enhance operational accuracy.
- Supported the execution of site-level quality audits and implementation of corrective actions.
- Strengthened quality control systems through close coordination with cross-functional operations teams.

OPERATIONS MANAGER

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| Walmart Distribution | United States |
| <ul style="list-style-type: none">• Developed and implemented a standard operating procedure (SOP) that eliminated forklift and PIT equipment collisions with fixed infrastructure, significantly improving site safety. | |