

EMMA JOHNSON

Distribution Operations Manager

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PROFESSIONAL SUMMARY

Accomplished Distribution Operations Manager with 7 years of expertise in logistics optimization and supply chain management. Demonstrated success in enhancing operational efficiency, managing high-volume distribution centers, and leading diverse teams to achieve performance targets. Focused on implementing innovative solutions that drive cost savings and elevate customer satisfaction.

WORK EXPERIENCE

Distribution Operations Manager III

Seaside Innovations

📅 Jan / 2020-Ongoing

📍 Santa Monica, CA

1. Created a comprehensive database to monitor KPIs and safety goals, improving tracking accuracy.
2. Streamlined operational workflows, achieving a 30% reduction in quality issues and enhancing customer satisfaction.
3. Managed daily activities of the receiving department, leading a team of 60 employees and processing up to 60,000 cartons weekly.
4. Coordinated staffing schedules effectively, balancing resources across departments to meet operational targets.
5. Established production benchmarks through data-driven coaching, resulting in a 15% increase in productivity.
6. Facilitated the achievement of daily goals, supporting a service level of 125,000 cases per shift.
7. Collaborated with senior management to manage budgets and implement safety initiatives across operations.

Distribution Operations Manager

Silver Lake Enterprises

📅 Jan / 2018-Jan / 2020

📍 Seattle, WA

1. Oversaw profit and loss for a regional distribution center, ensuring financial targets were met.
2. Managed customer satisfaction metrics, improving service delivery and operational efficiency.
3. Directed operations across three regional distribution centers, successfully launching two new products.
4. Negotiated contracts with third-party logistics providers, reducing shipping costs by 10%.
5. Ensured compliance with quality control standards, maintaining high service levels.
6. Supervised order processing and shipping to guarantee timely and accurate deliveries.

EDUCATION

Bachelor of Science in Logistics Management

University of Logistics

📅 Jan / 2016-Jan / 2018

📍 Toronto, ON

Focused on supply chain optimization, logistics strategies, and distribution management.

SKILLS

Supply Chain Management

Data Analysis Tools

Project Management

Forecasting

ACHIEVEMENTS

- 🌟 Increased on-time delivery rate by 20% through process enhancements.
- 🌟 Reduced operational costs by 15% by optimizing staffing and resource allocation.
- 🌟 Implemented a new inventory tracking system, improving accuracy by 30%.