

# JOHN DOE

## PROFESSIONAL SUMMARY

Cary, NC | (919) 333-4444 | johnd123@gmail.com | [LinkedIn](#)

Regional director and vice president of operations with more than 30 years of versatile experience in logistics, transportation, E-commerce, and distribution. Proven track record of success in hiring, training, developing, and supervising high-performing teams of directors and managers dedicated to ongoing business, profit, and performance improvement. Leverages communication, interpersonal, and relationship-building skills to foster strong, lasting, and mutually beneficial collaborations with customers, partners, and colleagues. Continuously establishes key objectives and resolves complex issues and conflicting demands through the utilization of an analytical mindset and problem-solving capabilities. With a profound understanding of performance indicators, key business opportunities, and current trends, eager to master new challenges and contribute to the overall growth of the company.

## CORE COMPETENCIES

Leadership development	Transport management	Relationship building
Project management	Supply chain management	Talent development
Process improvement	Distribution center operations	Coaching and mentoring
Operations management	Freight/Inventory management	Customer experience
Logistics management	E-commerce	Strategic partnerships
Warehousing	Creative problem-solving	Executive management

## WORK EXPERIENCE

**Vice President of Operations**  
Gray Company

4/21 – 11/22  
Cary, NC

Assumed responsibility for planning, coordinating, and supervising the execution of established operations to develop cost-effective, scalable systems and processes. Created, developed, and implemented new audit processes, packages, and container systems for the E-commerce sector. Conducted performance reviews, assessed the root causes, managed corrective actions, and identified as well as resolved complex issues. Collaborated with cross-functional teams on developing dynamic operations, analyzing monthly P&L statements, conducting business reviews, and ensuring timely package delivery to diverse groups of customers. Attended weekly corporate sales meetings to discuss performance enhancements and present quarterly, yearly, monthly, and weekly reviews.

- Implemented successful collaboration with directors and senior leadership department to develop the region's Peak plans and secure adherence to key initiatives
- Leveraged proficiency in KPIs, WMS, OMS, and TMS tools combined with in-depth knowledge of E-commerce and supply chain management to contribute to revenue growth, multi-faceted product adoption, and quality, safety, and performance
- Recognized for achieving best employee retention, best operating region, most improved customer service, and highest processed volume region awards

**Purple Company**

9/13 – 2/21  
Cary, NC

Director of Operations

2/19 – 4/21

Provided sound leadership and management of the company's employees, operations, and strategies to ensure exponential growth and business development. Improved efficiency and increased departmental profits by developing operating plans, attracting potential customers, and fostering strong relationships with diverse groups of employees. Provided mentorship, training, and development for junior personnel with the goal of enhancing overall performance and business achievements. Led daily KPI meetings with the facility's senior leadership team.

- Reviewed and improved business policies and procedures in alignment with all safety, budgetary, people development, and operational objectives
- Launched a 1.2 million square feet warehouse due to exceptional workflow delegation, team-based care, and financials as well as labor planning skills
- Hired, trained, and developed two senior managers and four operations managers in a fast-paced environment, concurrently conducting daily P&L reviews

Senior Manager

3/18 – 3/19

Developed direct reports, mentored team managers, provided constructive feedback, and ensured the smooth running of established operations. Showcased capability of executing numerous tasks, processes, and procedures under the supervision of the executive director, including budgeting, staffing, production, projects, and contracts. Managed employee performance, established clear objectives, and created innovative solutions for the identified issues. Acted as a key liaison between departments to facilitate collaboration and enforce adherence of daily operations to company standards.

- Led, developed, motivated, and supervised the North Carolina Sort Center field launch team in prioritizing projects, driving operational improvements, maximizing revenue growth, and achieving the best quality metrics
- Partnered with individual site leads, hiring management, support, corporate design, and senior leadership teams to enhance layouts and site functionality
- Leveraged analytical thinking, organizational, and problem-solving skills to develop detailed implementation plans and pilot as well as test new operations solutions

Site Manager

9/13 – 3/18

Integrated project and team management techniques in overseeing the execution of day-to-day operations, simultaneously conducting P&L responsibilities, maintaining partner relationships, building high-performing teams, developing strategic goals, and increasing revenue. Streamlined business plans and growth initiatives by controlling inventory, supervising employee development programs, and preparing regular reports for upper management. Utilized advanced knowledge of problem-solving and conflict resolution to resolve complex issues, increase productivity, and implement exponential growth.

- Drove quality, process change, metrics, and lean initiatives by conducting daily KPI reviews and weekly P&L evaluations
- Served as a liaison between departments while assuming responsibility for all safety, quality, customer experience, and operations activities
- Utilized cross-functional leadership to hire, train, develop, and supervise high-performing management teams focused on delivering exceptional results and building bench strength

## PREVIOUS EXPERIENCE

**Senior Hub Manager**  
Cyan Ground

5/89 – 9/13  
Cary, NC

## VOLUNTEERING

**Mentor**  
Cary Elementary

8/08 – 10/13  
Cary, NC

## CERTIFICATES AND LICENSURE

Company Continuous Improvement Certification	2020
Company HR Recognition Certificate	2004
First Aid Certificate	1999
CPR Certification	1996

## EDUCATION

**Bachelor of Science, Management, and Marketing**  
University of North Carolina, Greensboro, NC

1992

## AWARDS AND ACHIEVEMENTS

<b>Blue Company Five-Star Award</b>	<b>2022</b>
<b>Best Quality Metrics</b>	<b>2022</b>
<b>Best Site Support</b>	<b>2020</b>
<b>Sr. Manager Award</b>	<b>2020</b>
<b>Word-Class Service Provider</b>	<b>2019</b>
<b>Site of the Year Award</b>	<b>2017 &amp; 2018</b>
<b>Region excellence Award – Red Company</b>	<b>2004</b>
<b>Human Resource Excellence Award – Retention and Succession Planning</b>	<b>1995</b>