

JOHN DOE

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OPERATIONS MANAGER WITH EXTENSIVE LOGISTICS LEADERSHIP EXPERIENCE

QUALIFICATIONS SUMMARY

Logistics Expert with a verifiable track record of successfully developing individuals and building and directing large, geographically dispersed multiethnic teams, in a variety of high-volume, dynamic settings within the public sector. Recognized repeatedly for the ability to leverage proven methods to streamline operations, drive productivity, cut costs, ensure quality, enforce safety, and meet and exceed aggressive benchmarks/goals. Confirmed ability to develop constructive relationships with a broad group of cross-functional/cross-cultural business partners, foster alliances between senior management and support staff, and establish a cooperative climate across multiple departments/divisions. Superior conflict resolution, influencing, decision-making, and communication skills with a flair for increasing organizational performance, cohesiveness, and integrity by fostering creativity and collaboration.

CORE COMPETENCIES

- *Distribution/Material Planning*
- *Property/Inventory Management*
- *Operations/Personnel Leadership*
- *Project & Program Management*
- *Performance Appraisal/Review*
- *Data Analysis/Data Reporting*
- *Integrated Logistics Support*
- *Customer Service Operations*
- *Operational/Inventory Audits*
- *Process/System Enhancement*
- *Quality Assurance Standards*
- *Regulatory/Safety Compliance*
- *Purchasing/Supply Administration*
- *Demand Planning/Supply Planning*
- *Warehouse/Facilities Management*
- *Program Assessment/Improvement*
- *Staff Leadership/Training/Coaching*
- *Cross-Functional Team Collaboration*

EDUCATION

- Bachelor of Science in Business Administration (BSBA) in Logistics and Supply Chain Management
- Bachelor of Science in Business Administration (BSBA) in International Business
- Any College, Anytown, USA (Graduated Fall 2019)

CERTIFICATIONS

- Lean Six Sigma Yellow Belt
- Safety Center Certified Hazardous Material Manager
- Government Credit Card Purchase Card Holder/Certifying Official - Defense Acquisition University
- Department of Defense Secret Security Clearance
- Certified Forklift Operator
- Lifesaver CPR/AED Certified

PROFESSIONAL EXPERIENCE

United States Armed Forces **Anytown, USA** **2006 - Present**
Program Manager, Division A (2019 - Present)

Oversee the entire materials program; account for 4,922 spare tools and 259 tool center toolboxes valued at \$1.6M+ with zero discrepancies.

- Enforce strict adherence to protocols to avoid any and all safety issues due to material loss.

Notable Contributions:

- Conducted over 27 semi-annual inventories; corrected 47 major issues which earned a "Very Effective Program" audit on two separate inspections and established the flight line emulation standard.
- Set a new benchmark for pre-deployment certification by earning the highest program score ever (99.75).

Department Supervisor, Division B (2018 - 2019)

Led a unit of up to 90 personnel across three countries; managed day-to-day departmental duties including personnel file maintenance, submission of evaluations, and development of project completion plans.

- Certified all Government Travel Card reservations and all Government Credit Card purchases.
- Administered drug tests and enforced policy compliance.

Notable Contributions:

- Hand-picked to fill a critical operational position due to demonstrated expertise and leadership quality.
- Received early supply management certification during what was scheduled to be a training evolution, a first for the agency.
- Two-time recipient, Employee of the Quarter (out of 30 candidates), Q1 2019 and Q4 2018.
- Nominated to represent the division for the prestigious Missiler of the Year award.

Logistics Group Leader, Division C (2016 - 2017)

Directed a team of 26 logistics specialists across six agencies responsible for coordinating and executing department operations while maintaining a high-level of security and oversight from three different inspector generals.

- Certified all Government Credit Card purchases; served as the Subject Matter Expert (SME) on the government purchase card program overseeing four card holders and three approving officials.
- Managed day-to-day administrative and operational activities including personnel file maintenance, submission of evaluations, and development of project completion plans.

Notable Contributions:

- Increased interagency effectiveness by 90%+ and budget utilization and allocation by 34% while setting new standards of operation and improving support to additional agencies.

Departmental Supervisor/Group Leader, Computer & Telecommunication Station (2014 - 2016)

Coordinated the day-to-day activities of a staff of 50 military, GS-level (federal), contractor, and Foreign National personnel; verified all purchases made on the Government Credit Card with fiscal accountability of a \$2.5M budget.

- Advocated safety training and accident preparedness and adhered to and enforced best practices/quality assurance standards; continuously evaluated operating methods and procedures for improvement.
- Trained staff on processes and operating models; collaborated across departments to drive optimal productivity.
- Maintained personnel files, authored and submitted evaluations, and set, developed, monitored, and continuously enhanced performance/project plans; identified areas in need of improvement and crafted and implemented creative solutions to challenges affecting departmental systems, processes, and procedures.

Notable Contributions:

- Promoted to departmental supervisor/group leader from divisional supervisor/team leader.
- Helped coordinate the purchase, shipment, storage, and issue of network upgrade material worth over \$4M.
- Executed the Plan of Action and Milestone for the unit Government Credit Card program; achieved the command's first passing grade on the assessment in four years.
- Supported the career/skill development of the team; four of four subordinates earned promotions (versus organizational average of 32%); one Command Sailor of the Year; and four Warfare Qualifications awarded (60% increase).

Lead Government Credit Card Purchasing Agent, Information Operations Command (2011 - 2014)

Maintained 100% accountability over a staff of 30 responsible for a \$10.7M Government Credit Card/Purchase Card program; utilized a variety of procedures to acquire supplies and services, including common supplies available off-the-shelf, items manufactured to order, and specialized services or construction, to meet the needs of the department.

- Solicited quotes orally or through written RFQs; employed unilateral instruments, including purchase orders, calls against blanket purchase agreements, and credit card purchases, to establish contracts.
- Issued delivery orders against established contracts or with certain government sources of supply.
- Complied with various acquisition laws and regulations such as the Federal Property and Administrative Services Act (FPASA) and the Federal Acquisition Regulations (FAR).
- Oversaw the HAZMAT program; conducted routine/periodic inspections and investigations involved with the enforcement of hazardous waste/materials; performed surveys, led field investigations, monitored programs, compiled data, collected samples/specimens for lab analysis, tested chemicals and prepared reports.

Notable Contributions:

- Successfully coordinated both Supply and Hazmat department preparations for the 2012 Environmental Protection Agency (EPA) Inspection; earned an overall grade of "Outstanding".
- Led Section 4 Auxiliary Forces security details (a job typically reserved for personnel one - two pay grades/ranks higher); determined staff assignments, facilitated safety and asset protection training and coordinated "in case of emergency" in accordance with state and federal authorities.

Assistant Division Manager, Division D (2006 - 2011)

Aided the division manager in administering, supervising, and training departmental personnel; managed six direct reports, including oversight of project planning/management/support, delegation of staff assignments, coordination of training schedules, supply requisitions, and an annual budget of \$5.2M.

- Served as the depot-level repairable material manager, financial specialist, and command postal clerk; supervised a 500 sq. ft. warehouse home to a mix of consumable and classified material and items for ship/aircraft repair.
- Managed the postal program with direct responsibility for delivering seven tons of mail annually.

Notable Contributions:

- Acknowledged as the only division (out of 17) to achieve “Excellence in the Command” (zero disciplinary issues over a three-year period).
- Reorganized all financial reporting processes; significantly improved efficiency and achieved 100% reporting and accountability status (surpassing the organizational requirement).
- Expertly managed a \$260M inventory with zero discrepancies and 100% tracking of material between the agency and DOD contractors.

LEADERSHIP

- Delivered Countless Hours of Diversity, Suicide Prevention, Staff Mentorship Program, and Network Security Training

SPECIALIZED TRAINING

- Hazardous Substance Incident Response Management ▪ Initial Law Enforcement Response to Suicide Bombing Attacks

TECHNICAL PROFICIENCY/OPERATING SYSTEMS KNOWLEDGE

- MS (Excel, Outlook, PowerPoint, Word) ▪ SharePoint ▪ ERP ▪ R-Supply ▪ PeopleSoft ▪ Variety of DoD Systems

PROFESSIONAL AFFILIATIONS

- The National Society of Leadership and Success

COMMUNITY INVOLVEMENT

- 800+ hours of combined volunteer/mentorship service with Non-Profit A over 10-years

References and Supporting Documentation Furnished Upon Request