JULIAN MERCER

OPERATIONS MANAGER

San Francisco, CA | (415) 555-0148 | julian.mercer@email.com | linkedin.com/in/julianmercer

PROFESSIONAL SUMMARY

Operations Manager with 9+ years running fulfilment and distribution teams of up to 150 people. Improves safety, throughput, and cost per unit through clear standards, daily management, and data, while developing supervisors who own results.

PROFESSIONAL EXPERIENCE

Operations Manager Mar 2021 - Present
Amazon, Dallas, TX

- Lead a 140-person fulfilment shift across inbound, pick, and pack, shipping about 85,000 units a day to customers with 99.2% on-time dispatch.
- Raised units per labour hour 12% by rebalancing stations, retraining associates, and fixing two recurring bottlenecks in the pack area.
- Reduced recordable safety incidents 28% through daily walks, near-miss reporting, and ergonomic changes to three stations.
- Manage a $6.5M annual labour and supply budget, finding $480K in savings from overtime control and packaging changes.
- Coach six area managers on staffing plans, performance conversations, and problem solving, with five promoted or retained at top ratings.
- Run weekly reviews of defects, inventory accuracy, and attendance, lifting inventory accuracy from 97.4% to 99.1%.

Area Manager Jun 2018 - Feb 2021
Target, Fort Worth, TX

- Supervised 55 team members in a regional distribution centre moving general merchandise to about 120 stores.
- Built shift staffing plans around volume forecasts, cutting overtime hours 18% while meeting store delivery windows.
- Introduced standard work and daily huddles for receiving, improving dock-to-stock time from 14 hours to nine.
- Investigated damage and mis-pick causes with quality staff, reducing customer-impacting errors by 21% over four quarters.
- Trained 30 new associates and four leads each year, shortening time to full productivity by about two weeks.

Operations Supervisor Jul 2016 - May 2018
FedEx Ground, Memphis, TN

- Directed 35 package handlers on a night sort, processing 40,000 parcels per shift against hub service targets.
- Tracked missorts, dwell time, and attendance in daily reports that guided staffing changes and corrective coaching.
- Enforced safety procedures and equipment checks, completing 24 consecutive months without a lost-time injury on the shift.
- Cross-trained associates on three sort positions, giving the hub flexibility during peak season absences.

CORE SKILLS

Operations management | Fulfilment operations | Process improvement | Lean methods | Labour planning | Safety leadership | Budget management | KPI reporting | Inventory accuracy | Team development | Root-cause analysis | Capacity planning | Excel | Vendor coordination

EDUCATION

B.S. in Supply Chain and Operations Management, Texas A&M University, College Station, TX

CERTIFICATIONS

Lean Six Sigma Green Belt | OSHA 30-Hour General Industry