JULIAN MERCER

WAREHOUSE MANAGER

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PROFESSIONAL SUMMARY

Warehouse Manager with 11+ years leading distribution operations in food service, parcel, and contract logistics. Improves safety, inventory accuracy, and throughput by coaching supervisors, tightening processes, and using data every shift.

PROFESSIONAL EXPERIENCE

Warehouse Manager Apr 2022 - Present
Sysco, Houston, TX

- Lead 140 employees and six supervisors in a 400,000 square foot facility shipping 25,000 cases daily with 99% order accuracy.
- Cut recordable injuries by 30% in two years through daily safety huddles, forklift audits, and ergonomic slotting changes.
- Introduced cycle counting by zone and raised inventory accuracy from 96% to 99.2% without adding headcount.

Assistant Warehouse Manager Feb 2020 - Mar 2022

- Ran the night shift of 60 selectors and loaders, finishing trucks on time for 96% of routes.
- Reworked pick path and slotting for fast-moving frozen items, raising selection rates by 12 cases per labour hour.
- Trained 12 new supervisors on performance conversations, which cut turnover on the shift by about a fifth.

Operations Supervisor Jun 2018 - Jan 2020
US Foods, Rosemont, IL

- Supervised receiving and put-away for a team of 30, trimming dock-to-stock time from nine hours to six.
- Resolved vendor shortage and damage claims weekly with purchasing, recovering credits on most disputed loads.
- Held daily metric reviews with the crew and posted results on the floor to keep productivity targets visible.

Shift Supervisor Mar 2016 - May 2018
UPS Supply Chain Solutions, Atlanta, GA

- Managed 25 associates on a contract fulfilment account, meeting a 24-hour ship requirement on 98% of orders.
- Standardised returns processing steps and cut returns backlog from four days to one.
- Earned a safety recognition for the site after leading a three-month hazard reporting campaign.

Warehouse Associate and Lead Jun 2015 - Feb 2016
Ryder, Miami, FL

- Operated forklifts and RF scanners, then became lead for inbound unloading after meeting accuracy and safety targets.
- Kept shift labour records and cycle counts accurate, helping the manager close monthly inventory audits cleanly.

CORE SKILLS

Warehouse operations | Inventory control | Safety management | Labour planning | Cycle counting | Slotting and layout | WMS | Forklift operations | KPI management | Continuous improvement | Team leadership | Carrier coordination | Receiving and shipping | Cost control

EDUCATION

B.S. in Logistics and Supply Chain Management, University of Houston, Houston, TX

CERTIFICATIONS

OSHA 30-Hour General Industry | Lean Six Sigma Green Belt | Certified in Logistics, Transportation and Distribution (CLTD)