IGOR E. ALVARADO

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SUMMARY

Customer and goal-oriented professional with proven capability to achieve remarkable efficiency and lead cost mitigation initiatives. Proactive, strong team builder and facilitator. Well-disciplined with proven ability to manage multiple assignments while meeting tight deadline schedules. Resourceful, hands-on leader and team player with strong problem solving skills; recognized for can-do attitude, outstanding organization and leadership aptitude. **Native Spanish speaker.**

PROFESSIONAL EXPERIENCE

Austin Tele-Services, LLC   August 2008 - October 2014

Austin Tele-Services (ATS) is a provider of IT, IP and Telecommunications equipment and related services to Fortune 500 clients and major carriers around the world. ATS specializes in providing Equipment Sales, Installation and Decommission, Sparing and Maintenance, Pick, Pack and Ship Services, and Repair and Recycling for global clients.

Director of Logistics, September 2011 - October 2014

Responsible for management and processing of over $15M annually in shipments, yearly cycle count, coordinating the collaboration from different groups outside and within the company, and work directly with internal groups on new projects to determine ERP's order management strategy and process alignment with current practices.

- Prepared and executed yearly cycle count in Engineering Lab and Warehouse on owned and consigned inventory, and generated report to Accounting and executive team.
- Documented processes associated with standardizing inventory control reconciliation.
- Developed newly annexed warehouse location layout and diagram.
- Processed ad hoc inventory transactions to maintain synergy between physical and perpetual inventory reporting.
- Generated savings in transportation costs of over $300K in three years by contract renegotiation in support of the Government and Education Sales division.
- Executed shipments to/from customers and vendors in the US and over 90 countries via UPS, FedEx, DHL, USPS, and 3PL vendors providing white glove, padded van, courier, LCL, CL, LTL, TL, and pick, pack and ship services.
- Supported the Project Management team on over 100 projects globally providing guidance and execution on customs brokerage, IOR/EOR requirements, customs bonds, transportation insurance, claim filing, INCOTERMS, product export control classification

numbers, harmonized tariff schedules, shipping quotes, duty and tax estimates, commercial invoices, air waybills, bill of ladings, and certificates of origin.

- Reduced response time on shipping quote requests -95% (avg 20 man-hours to 1) by implementing batch rating tool.
- Strengthened relationships with five strategic partners (including ULINE, FedEx, DHL, CH Robinson, and Mach 1 Global) through follow-up meetings with senior leadership.
- Generated savings of over $50K/yr by reviewing shipping invoices weekly, identifying errors, and reconciling discrepancies.

Director of Warehouse Operations, June 2009 - September 2011

Directly responsible for the overall management of Warehouse Operations functions and staff including staffing and hiring, performance reviews, Shipping and Receiving, and the successful inventory management of over 19K SKUs and over 60K unique manufacturer serial numbers. Also responsible for analyzing the functions and activities of Warehouse Operations to determine ways in which performance could be enhanced through systems, controls, and process improvements to achieve overall business and company objectives.

- Effectuated usage of warehouse locations, developed labels, and created locations map.
- Designed and implemented innovative daily cycle count process and incentive program improving inventory accuracy from 63% to 99.9996%.
- Reduced average gross dollar variance adjustments to general ledger account from $250K to $2K on first year.
- Overhauled lot order (100+ items) management processes resulting in reduced Receiving's throughput time from 36 days to 7, Shipping's from 12 to 2, and a decrease in monthly customer issues from 13% to less than 2%.
- Trained supervisors and top performers on MS Excel functions including sorting, filtering, arithmetic operators, VLOOKUP, and pivot tables.
- Led the company as TL9000 / ISO 9001 management representative through successful surveillance and recertification audits, performed root cause analysis, developed and implemented corrective/preventive action plans, and followed up for effectiveness.
- Recognized by the TL9000 certifying body for operational improvements, including response time, order accuracy, and inventory management process.
- Prepared reports and presentations for internal/external data analysis.
- Managed recycler relationships including evaluation, selection, payment terms, and auction process for aged inventory generating over $250K annually in scrap sales.

Warehouse Manager – CDMA, August 2008 - June 2009

Lead a team of two direct reports to perform receiving, shipping, and inventory functions in support of our Nortel CDMA project in a remote warehouse under minimal supervision.

- Received, scanned, and staged 84 ocean containers of Nortel CDMA wireless base stations (4000+) accounting for over 300K unique serial numbers.
- Established a standard operating procedure utilizing MS Word for the team to unload, stage, label, scan, and safely handle all incoming equipment.
- Generated weekly receiving status report to update executive team.
- Responsible for on-time shipment of multiple orders by monitoring daily order activity and prioritizing as necessary.

- Successfully planned and executed exit strategy and consolidation for CDMA warehouse allowing for no down time or impact to customers.

United States Marine Corps   March 2003 - January 2011

Served as Fire Direction Center Chief in a Mortar Platoon responsible for 16 Marines, a Navy Corpsman, weapons, gear, and equipment.

- Deployed on Operation Iraqi Freedom II, and Operation African Lion I & II.
- Awarded a Certificate of Commendation for outstanding leadership.