

# Emmanuel Ngwu

## Manager, Order Management - Syncreon

Irvington, NJ  
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Results-focused Logistics professional with strong analytical and communication skills. Able to multi-task in a high volume, fast paced environment; self-motivated and works well in teams. My goal is to obtain a challenging and rewarding position within an organization which will allow me to further enhance my skills in logistics, Supply chain, customer service, and management thus adding value and contributing to the growth of the organization itself.

Authorized to work in the US for any employer

### WORK EXPERIENCE

#### **Manager, Order Management**

Syncreon - Dayton, NJ - June 2014 to April 2015

- = = Directed and executed initiatives to increase the productivity and performance of operations through process improvement initiatives
- = Planned, organized and directed order processing via EDI for picking, packing, and kitting of SKU's
- = Maintained receiving, warehousing, distribution, and inventory management operations by initiating, coordinating, and enforcing programs, and procedures
- = Implemented new policies, procedures, and process improvements for warehouse order management to ensure financial viability of the organization.
- = Managed multiple business at once and also mentors others
- = Supported project teams in defining, documenting and changing project configuration items
- = Provided expertise and techniques for Root Cause Analysis to recommend results for Service Failures and implementation of Corrective Actions.
- = Responsible for payroll and Ceridian Validation & Approval in a timely manner.
- = Responsible for reviewing and overseeing KPI's
- = Participated in daily/weekly operation meetings, informing various staff and management of current condition of projects, current business outlook, future business outlook, safety updates, and any new HR policies or updates.
- = Responsible for administering Progressive Corrective Actions of staff members.
- = All other related and assigned duties/projects

#### **Operations Supervisor**

Syncreon - Dayton, NJ - October 2012 to June 2014

- = = Proactively audited and coordinated established procedures, systems and standards for overall management of on-site operations.
- = Supervised order processing via EDI for picking, packing, and kitting of SKU's
- = Maintained receiving, warehousing, and distribution operations by initiating, coordinating, and enforcing programs, and procedures
- = Implemented new policies, procedures, and process improvements for order management to ensure financial viability of the organization.
- = Responsible for reporting of Root Cause Analysis as results in Service Failures.
- = Responsible for payroll and Ceridian Validation & Approval in a timely manner.

- = Established and maintained training and educational programs insuring continual development of operations staff.
- = Responsible for reviewing and validating KPI's
- = Participated in daily/weekly operation meetings, informing various staff and management of current condition of projects, current business outlook, future business outlook, safety updates, and any new HR policies or updates.
- = Administered Progressive Corrective Actions of staff members.

### **Operations Shift Manager**

FlatRate Moving & Storage - Newark, NJ - March 2010 to October 2012

- = Managed schedules and manpower assignments by providing efficient work-flow and front-line supervisions of mid-sized group of hourly employees, as well as ensuring efficient use of labor hours and productivity
- = Responsible for supervising of all activities on the docks and around the facility
- = Managed assignments and maintenance for a fleet of 10 trucks
- = Supervised shipping and receiving of Local, Long Distance, and Overseas shipments by providing efficient operational and logistic support.
- = Supervised and managed warehouse inventory for quality accuracy
- = Responsible for communicating and enforcing company policies and procedures
- = Created and managed customers storage accounts and follow up on billing
- = Prepared and provided periodic management reports for decision making
- = Assisted in hiring, orientating, training and managing performance of employees as per operational standards

### **Dispatcher**

FlatRate Moving & Storage - Newark, NJ - August 2008 to March 2010

- = Scheduled and dispatched work crews and equipment's to appropriate locations
- = Monitored personnel and truck locations and utilization in order to coordinate service and schedules.
- = Conducted routine inspection of storage and materials rooms
- = Attended to customers on storage visit and carried out inventory of materials
- = Conferred with customers and supervising personnel in order to address questions and request for service or equipment.
- = Recorded and maintained files of customer requests, work performed, crews and other dispatch information
- = Opening and closing contracts

### **EDUCATION**

#### **Management**

Saint Peter's College - Jersey City, NJ  
2011

### **ADDITIONAL INFORMATION**

#### **Professional Skills:**

- = Ability to maintain professionalism, and focus under pressure
- = Superb planning abilities and highly resourceful organizational skills
- = Effective professional written and verbal communication
- = Understanding of ISO standard and requirements
- = Proficient in Warehouse Management System – AMS and Portal

= Proficient in Microsoft Office suite