

Professional Profile

Dynamic, resourceful operations professional with 17+ years of management experience with an extensive background in warehouse operations, supply chain management, planning, distribution and office administration functions. Recognized expertise in logistics, shipping/receiving, cost controls and personnel management.

- Operations Leadership
- Strategy/Process Development
- Production Planning
- Facility and equipment management
- Risk management and inventory control
- Proficient in RSSS - A Unix inventory program
- Proficient in Microsoft Windows, Word, Excel, and Outlook
- Logistical Supply Chain Management
- Staff/Team Mgmt./Training
- Sales/Customer Service
- Project Planning, Management, and Development
- Vendor Management
- Multi-unit operations management
- Proficient in Intuit QuickBooks – Enterprise Solutions- AP, AR, and Payroll

Professional Experience

The Finch Companies, Inc - Mobile, Alabama
February 1988 – April 2014
Operations Manager

Achievements:

- Successfully promoted over the course of many years from warehouse man/fork lift operator ultimately to Operations Manager of a division of the Finch Companies, Inc. as a result of professional dedication and positive results

Responsibilities:

- **Operations Manager**, Interiors Now – A Division Of The Finch Companies, Inc., 1997 - 2014 – Oversee and manage all core and operational functions for warehouse, showroom and commercial rental units to include:
 - Lead, direct and manage inbound and/or outbound site operations to ensure that the operations staff executes service agreements at, or above the customer's standards;
 - Maximize profitability through superior customer service, effective and prompt communication and follow-up on all pending matters with the customer;
 - Schedule, coordinate and dispatch delivery and pick up of furniture rental accounts;
 - Maintain a clean, professional and safe working environment by inspecting and scheduling maintenance, and ensuring that all office and warehouse equipment is properly accounted for and in safe working condition;
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- Supervise a staff of 10 + and address all employee performance problems promptly and directly in accordance with company personnel policies and procedures;
- Utilize superior communications skills to motivate staff and develop effective working relationships with peers, executives and clients;
- **Dispatcher**, Finch Drayage – A Division Of The Finch Companies, Inc. – responsible for dispatch trucks and drivers for 24 hour 7 day a week in support of active warehouse operations – April, 1994 – April, 1997;
- **Warehouse Manager**, Furniture Leasing Concept – A Division Of The Finch Companies, Inc. – responsible for managing all aspects of warehouse operations and delivery schedule for furniture rental company, January, 1992 – April, 1994
- **Dispatcher**, Finch Distribution Systems – A Division Of The Finch Companies, Inc. – responsible for dispatching 25 company OTR trucks in the Southeast, November, 1988 – January, 1992
- **Warehouse man/fork lift operator**, Finch Warehouse – A Division Of The Finch Companies, Inc., February, 1988 – November, 1988

Construction/Welding Experience for Various Companies, Mobile, Alabama
November 1974 – January 1988
Construction/Welder

Achievements:

- Coastal Pools, Pleasure Pools & The Pool Shoppe, 1983 - 1988
- Union Carbide Corporation, 1978 - 1982
- Radcliff Materials, 1977 - 1978
- Alabama Dry-dock and shipbuilding Co., 1974 - 1977

Responsibilities:

- Responsible for all aspects of new swimming pool construction and repair work
- Welder on production line
- Responsible for shipping and receiving
- Responsible for repair work on Dredges, Tugboats and Barges in dry dock and when operational

United States Army, Babenhausen, Germany
October 1972 – October 1974
Artillery Specialist

Achievements:

- Highest rank achieved –E-4
- Honorable Discharged, 1974

Construction/Carpentry Experience for Various Construction Companies, Mobile, Alabama
May, 1971 – October 1972
Construction/Carpenter

Education

Theodore High School, Theodore Alabama
High School Diploma
1972

References

References are available upon request.