

Charlene Turner

Area Manager

Contact

Address

1909 SW Cherokee Strip
Blue Springs, MO 64015

Phone

816-405-7076

E-mail

charlene22turner@gmail.com

Education

Bachelor of Science: Computer Information Security Systems

ITT Technical Institute - Kansas
City, KS

- 3.59 GPA

Associate of Science: Computer Networking Systems

ITT Technical Institute - Kansas
City, KS

- 3.80 GPA

Areas of Proficiency

- **Management Systems** - Yard Dock, Vista, Microsoft Office, Quips, SharePoint, Data Queries, Slack, ICW
- **Operating Systems** - Windows, HTML, CCL, UNIX (Linux), Mac OS
- **Microsoft Office** - Lync, Office Live Meeting, OneNote, 10-Key, NetSuite, Central

Results-driven Area Manager accustomed to overseeing operations with strong attention to detail. History of meeting demanding group objectives through employee training, motivation, and performance management. Working knowledge of optimal practices and safety behaviors for Warehouse Distribution. Reliable Area Manager successful at operating in a high-volume, challenging environment. Empowering leaders with superior communication, technical, and collaboration abilities.

Work History

2022-10 -
2024-05

Area Manager

Amazon, Las Vegas, NV

- **(11/2023 - 05/2024) Transfer Out Dock, LAS1-Henderson, NV**
- Managed 32+ Associates, 2 Lead associates, and 2 Ship Clerks through positive reinforcement and monthly reviews for leads and ship clerks.
- Coordinated with various departments at Daily/Quarterly Shift meetings to facilitate smooth communication, enhancing operational effectiveness.
- Monitored tracking & reporting of yard accuracy, dwelling trailers, and incoming freight.
- Identified and corrected unsafe hazards and behaviors within work area through observations, Root Cause Analysis (5 WHY'S), standard work audits, and partnering with safety team.
- Collaborated cross functionally with other stakeholders such as Hr, Safety, Quality, Maintenance, and Learning to exceed building metrics.
- Relayed daily production goal information to team through Stand Ups, Slack channels, and radio communication.

Other Roles Held:

(06/2023 - 11/2023) Area Manager: RPND (Receive, Prep, Non-Con, Decant), LAS1- Henderson, NV

- Managed 81+ associates and two Lead associates.

(10/2022 - 06/2023) Seasonal Area Manager: Rc Sort, LAS1- Henderson, NV

- Managed 100+ Associates and 3 PAs with Sort Team

2022-12 -
2022-10

Process Lead, Shipping

Amazon, Henderson, NV

- Led Outbound Dock with 60+ Associates, set up labor board, facilitated Stand Ups, assisted with Gemba.
- Worked closely with IB and OB Leadership, Ship Clerks, Quality, and Problem Solve Pas to facilitate continued production on dock and meeting shift Key Performance Indicators (KPI'S).
- Performed Standard Work Audits, Seek to Understand (STU)'s with underperforming associates, and input numbers and data for hourly/quarterly reports.

Desktop, MOM – Manufacturing Operations Management, Shipping, Fulfillment, E-Commerce, Excel, Outlook

- **Millennium enterprise:** IView, Mpage, PowerChart, Tracking Board, PowerForms, PowerPlans, Data Entry, AS400, Internal Printing, Navigator, Remedy, People Soft, Outlook, Remote Access, mRemote, Cerner Works Applications, Citrix Xen App., eTenet.

Accomplishments

- **National Technical Honor Society April 2010**
- **National Technical Honor Society December 2011**

Skills

Operations Management

:

Communication

:

Process Improvement

:

Project Management

:

Technical Skills

:

Data Processing/Mining

:

Controlling costs

:

Relationship building and management.

2019-03 - 2022-07

- Created a safe environment by enforcing safety standards and correcting unsafe behaviors.
- Requested trailer moves for empty trailers and removal of full trailers and coordinated with yard team for any escalations.
- Maintained balance with workflow and movement of associate during Off-Peak and Peak times.

Shipping Clerk

Amazon, Las Vegas, NV

- **(07/2020 - 07/2022) Outbound Dock, LAS1-Henderson, NV**
- Led team of 45+ on Outbound Dock; Developed 6 associates to become Ship Clerk assistants and 3 Lead associates.
- Maintained steady communication with Yard team, carriers, and ROC for finished trailers and dwelling trailers departure.
- Scheduled loads based on outbound volume and tracked empty trailer pools quarterly to fulfill trailer pull KPI.
- Enforced standard work processes to aid in completing trailers on time.
- Created Standard Operating Procedures (SOP'S) for Bad Totes and Dwelling Dock Trailers.
- Designed and Implemented Standard Work Ship Clerk Sheet for new training program for Ship Clerks.
- Researched and processed data to fix major process issues while working cross functionally with leadership, safety, and quality.

Other Roles Held:

(10/2021 - 11/2021) Shipping Clerk, Away Team/SCK4 - Stockton, CA

- Trained new Ship Clerks for SCK4 IXD

(03/2019 - 07/2020) Outbound Dock Shipping Clerk, LAS2 - North Las Vegas, NV

- Outbound Dock / Ship Clerk: Managed 25+ associates
- Returns: Managed 40+ associates
- Streamlined communication between departments, facilitating smooth coordination of shipments and deliveries.

2016-12 - 2019-03

Process Lead

Amazon, Lenexa, KS

(12/2016 - 11/2017) Sort/Ambassador/Process Assistant, MC15- Lenexa, KS

- Belonged to Away Team for Amazon Corporate and assisted with launching new buildings and helped support operations in struggling sites.

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Lean Manufacturing

:

Performance
Management

:

Cross-Functional
Collaboration

:

Resource Allocation

:

Shipping and
receiving

:

Production Report

Writing:

Production Planning

:

- Oversaw new hires and their training; Conducted monthly training classes for new trainers, 10+ associates per class.
- Created a safe environment through transparent communication, enforcing safety standards, Gemba, audits, and coaching unsafe behaviors.
- **Other Roles Held: (11/2017 - 03/2019) Process Lead, MDW5- Crest Hill, IL**
- Launched MDW5 and Helped train all new employees before official launch date.
- Led 16+ associates between Inbound and Non-Con and Led 40+ associates on sort lines.
- Established Standard Work processes and trained team to new non-con standards; Recognized for Non-Con production and processes in global network for July 2018.