


CLEVEN COOK

CONTACT

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SKILLS

- OSHA, CPR/ First Aid
- WMS, AS400, Oracle, SAP and RF Scanning
- Lean Principles
- SOP Creation
- Safety Regulations Implementation

Results-driven Manager adept at managing operations, especially in warehouse settings. Proficient in human resources functions including discipline, coaching, interviewing and initial training. Specialize in ensuring efficiency, maximizing productivity and allocating staffing resources. Received most productive shift honor by XPO Senior Management 8 months repeatedly. Awarded corporate commendation, in three consecutive quarters from T-Mobile USA: for most-improved warehouse performance and inventory appearance. Earned several T-Mobile USA corporate Star Certificates, for providing great customer service and outstanding support to area markets. Resourceful Warehouse Manager with 18 years of experience directing all warehouse operations. Talented in recruiting, hiring, training and scheduling employees to sustain production needs. Professional and clear communicator successful in managing efficiency while boosting morale through constructive employee feedback and staff reviews.

WORK HISTORY

May 2023 - Current

Senior Inventory Manager *Imperfect Foods/Misfits Market*, Northlake, IL

- Created and updated regular inventory reports and records.
- Monitored inventory levels to confirm compliance with company policy.
- Strengthened inventory processes to balance supply needs with budget and space limitations.
- Designed and implemented successful inventory control system to track inventory levels and optimize stock levels.
- Developed and implemented policies and procedures for inventory management.
- Collaborated with purchasing and production to maintain levels of quality and on-hand inventory.
- Trained new staff on job duties, company policies, and safety procedures for rapid onboarding.
- Maintained established levels of goods based on sales forecasts and demand to fulfill orders on time.
- Tracked production and quality control systems to proactively identify deficiencies.

May 2021 - May 2023

Senior Warehouse Manager *Imperfect Foods/Misfits Market*, Northlake, IL

- Cleaned and maintained warehouse in compliance with OSHA safety standards.
- Oversaw upkeep of equipment and physical condition of warehouse, identifying and ordering needed repairs, renovations, and replacements.
- Completed timely and accurate daily logs to keep internal reporting

accurate and track materials movements.

- Developed and implemented policy and procedure updates to improve workflow and productivity.
- Developed safety programs to protect workers and reduce injuries.
- Developed comprehensive staff training program to improve employee performance and morale.
- Developed and maintained knowledgeable and productive team of employees.
- Reduced worker accidents by implementing improved safety standards and monitoring procedures.

March 2020 - May 2021

Production Manager *Imperfect Foods*, Northlake, IL

- Resolved issues quickly to maintain productivity goals.
- Standardized production procedures, job roles, and quality assurance guidelines.
- Managed continuous improvement initiatives to drive gains in quality, flow, and output.
- Managed internal operational standards and productivity targets.
- Determined suitable crew requirements, scheduled employees, and worked with human resources to meet changing production schedules.
- Created streamlined production schedules and collaborated with production employees to communicate objectives and goals.
- Monitored team budgets to keep projects on task and avoid waste.
- Wrote and conducted formal performance reviews for production personnel.
- Enforced health and safety protocols to promote a safe working environment.

November 2018 - February 2020

Assistant Operations Manager *XPO Logistics*

- Ensure smooth operation and communication by problem solving issues between cross-functional teams, which include management, warehouse staff, CDL drivers and customers.
- Coordinated with General Manager in different operational issues and promotional activities.
- Communicated with customers to assess satisfaction with products and services received.
- Monitored key performance metrics to identify areas for improvement.
- Developed systems and procedures to improve operational quality and team efficiency.
- Performed statistical analyses to gather data for operational and forecast team needs.
- Assisted in recruiting, hiring and training of team members.

July 2014 - November 2018

Operations Supervisor *XPO Logistics*

- Successfully establish, analyze and manage key performance indicators (KPIs) with multi-billion-dollar account.
- Profitably oversee costs and performance for the accounts including any service changes to the client's supply chain
- Generate revenue by coaching staff on effective prospecting and lead development strategies.
- Increase productivity by 15% while simultaneously reducing head count by 10%

- Conduct regular Coaching sessions and support the skill and educational development of existing staff (Six Associates promoted under my tutelage; promotions range from hourly operator to hourly lead and salary supervisor)
- Correctly interprets and enforces company policies and safety procedures to ensure compliance.
- Update, track and monitor account stats, execute reports and projections and communicate daily with the onsite customer.

October 2012 - October 2013

Night Shift Supervisor *Synnex Corporation*

- Enhanced overall productivity and work quality, operated forklift, worked closely with an integrated team, and maintained a warehouse.
- Supervised, trained and mentored an 80-member staff.
- Maintained detailed documentation and an outstanding safety record.
- Prioritized and planned work activities, organized and scheduled staff and their tasks.
- Was accountable for maintaining the condition of the warehouse staff and equipment throughout the night.
- Balanced team and individual responsibilities; exhibited objectivity and openness to others' views; gave and welcomed feedback; contributed to building a positive team spirit.
- Adhered to and participated in developing and executing operational policies and procedures in areas of shipping, receiving, and inventory.

April 2011 - April 2012

Distribution Center Supervisor *Tucker Rocky Distributing*

- Supported 50 trucks daily, managed shipping/receiving for a 500,000 square foot warehouse and established a reputation for outstanding customer service.
- Contributed to the development of an effective work force by assigning, directing and motivating employees utilizing defined and documented processes.
- Increased production up to 33% by reviewing picks placement and locations, auditing and monitoring.
- Worked closely with purchasing personnel to make sure that inventory levels were always kept up to date.
- Prepared monthly productivity reports.

January 2005 - July 2010

Senior Warehouse Coordinator *T-Mobile*

- Awarded corporate commendation, in three consecutive quarters from T-Mobile USA: for most-improved warehouse performance and inventory appearance.
- Earned several T-Mobile USA corporate Star Certificates, for providing great customer service and outstanding support to area markets.
- Trained all temporary employees on various warehouse functions: PIT safety, RF scanning, inventory control, auditing, cycle counting, receiving, shipping, and picking orders.
- Conducted weekly staff meetings to ensure staff had a clear understanding of standard operation procedures.
- Provided direction, motivation and leadership to team members ensuring accuracy and goals are met.
- Lead teams and warehouse in absence of warehouse manager
- Managed all aspects of RF scanners including maintenance, updating,

and recalibrating.

- Researched and resolved disputes with vendors and markets related to warehouse issues.
- Maintained inventory by identifying, labeling, scanning and placing material and supplies in stock and recording locations of inventory.

EDUCATION

Some College (No Degree) Supply Chain Management

Waubonsee Community College, Sugar Grove, IL