

Cruz Alfaro-Leal

Northern Colorado | 360-581-5264 | Calfaroleal@gmail.com | [LinkedIn](#)

Summary

Results-driven operations professional with over 5 years of leadership experience managing teams, inventory, quality, and order fulfillment. Familiar with Six Sigma, Lean Manufacturing, and Supplier Relationship Management. Focused on delivering measurable improvements in efficiency and service. Worked with SAP S/4HANA, Oracle, inventory management, logistics coordination, and process optimization, complemented by a technical foundation in IT systems and ERP technologies. On track to earn a Bachelor of Science in Supply Chain Management in December 2026 and seeking to grow within a company where leadership, technical aptitude, and a continuous improvement mindset can drive operational success.

Education

B.S, Supply Chain Management

Western Governors University

Jun 2023 - Dec 2026

Remote

A.S, Economics and Business

Everett Community College

Aug 2019 - 2021

Everett, WA

Experience

Inventory Manager

Insight Global

Sep 2025 - Present

Everett, WA

Quality Control | Order Fulfillment | Cycle Time and Stock Analyst

- Utilized SAP to manage inbound and outbound logistics, including stock receiving, order fulfillment, and inventory reconciliation across multiple business units, which improved inventory accuracy by 30%, sped up order processing by 40%, and increased overall operational efficiency.
- Modernized Standard Operating Procedures (SOPs) for warehouse processes, using the WMS, involving workflows and increased order fulfillment
- Collaborate with cross functional teams via Slack, SAP, and Jira to track and resolve transportation, receiving, and inventory discrepancies, resulting in faster issue resolution and fewer stock errors
- Achieved daily KPI targets for throughput, order accuracy, and pick/pack efficiency, exceeding projected output by 40%

Operations Services Manager

Transforming Age

Jun 2023 - Sep 2025

Everett, WA

Operations Support | Inventory Oversight | Process Optimization | Compliance Monitoring

- Directed onboarding and service delivery for 200+ active client accounts, ensuring on time fulfillment scheduled services.
- Reduced onboarding time by 40% through the creation and implementation of streamlined operational processes.
- Oversaw allocation of client service hours, supplies, and materials, maintaining 99% accuracy in ERP/CRM records.
- Generated monthly service utilization and materials reports used for compliance audits and leadership decision making.

Inventory Logistics Manager

Fully Loaded Electronics

Dec 2022 - Jun 2023

Everett, WA

Materials Coordination | ERP Management | Quality Assurance | Vendor Relations

- Managed the full inventory lifecycle for 1,500+ SKUs, improving accuracy by 25% through process enhancements.
- Conducted inventory transfers, adjustments, and discrepancy investigations to maintain BOM accuracy at 98%.
- Utilized ERP systems to forecast shortages and maintain optimal stock, reducing production delays by 20%.
- Scheduled and executed weekly cycle counts, tracking and resolving 100% of nonconforming/damaged part reports.
- Created and processed 100+ bills of lading (BOLs) and packing slips monthly, ensuring compliance with labeling standards.

Projects & Achievements

Data Driven Inventory Workflow Optimization

- Led a project to improve a startup's inventory management system, which involved ABC Analysis, Vendor Managed Inventory, and the creation of Safety Stock. This reorganization of stock cut down the companies lead time on orders and increased workflow optimization in other departments.

Inventory Process Automation

- Directed an end-to-end inventory process improvement initiative by conducting root cause analysis on inventory discrepancies and product loss. Mapped inbound and outbound material flows, identified breakdowns in inventory controls, and designed and implemented a barcode-based inventory management system that improved traceability, inventory accuracy, and warehouse efficiency.

Branch Launch & Scale Up

- Launched and scaled a new regional healthcare operation by developing staffing strategies, hiring and training 70+ employees, implementing Lean Tools, and managing medical stock. Through workforce optimization, I expanded services to more than 200 clients across Snohomish County.

Skills

- ERP Systems, Pivot Tables & Data Analysis, Inventory Management, Process Improvement, BOM Accuracy, Microsoft Office Suite, WMS, Shipping & Receiving, Quality Control, Excel, Quantitative analysis, Lean, Risk Management, Root Cause Analysis, Just-in-Time, COQ, Value Stream Mapping, Benchmarking, Capacity Planning, Lean Manufacturing, Agile

Certification

- CompTIA A+, Network+, Security+: Foundation in IT support, networking, and cybersecurity, demonstrating readiness for technical troubleshooting, network management, and security best practices.