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# TOM KLOSOWSKI

32048 Hwy 72, Golden, CO 80403 (Coal Creek Canyon) 303-642-0646 [tomklosowski@live.com](mailto:tomklosowski@live.com)

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## PROFILE

Warehouse Manager with over 25 years of warehousing experience and 11 years in warehouse management. Energetic, hands-on leader with a proven track record in inventory control, wholesale and retail distribution and project management. Experience with various warehouse management systems (WMS), forklift certified, and OSHA safety training. Specialize in warehouse set-up, organization and efficiency. Team player with excellent customer service and communication skills. Able to bring out the best performance in my employees.

## PROFESSIONAL EXPERIENCE

### **Food Bank of the Rockies, Denver, CO**

**2009 - October 2013**

#### **Government Programs Manager 2010-2013**

- Directed all warehouse functions, including: accurate inventory management, verification of incoming shipments, create item cards, FIFO inventory according to lot codes and expiration dates, established operational procedures and assessed staffing requirements and metrics
- Managed all aspects of the USDA programs including the National School Lunch Program, The Emergency Food Assistance Program and Commodity Supplemental Food Program (seniors over 60) to ensure compliance with USDA reporting and audits
- Ensured that the programs operate in compliance with applicable laws, rules and regulations
- Monitored federal, state and regional regulatory changes to determine when program rules need to be revised and communicate those revisions to service providers, community groups, clients and program constituents
- Supervised/Managed a staff of 15 including 3 supervisors for the above mentioned programs, warehouse staff, delivery drivers and program certifiers
- Ensured that deliveries are on time and complete and communicate changes in routes or additional workloads to staff and other departments as needed
- Designed the warehouse racking and floor plan for efficient material flow and staging
- Strict adherence to USDA food handling guidelines, order tracking and recall notification
- Resolved escalated customer service issues in a prompt and fair manner
- Successfully composed written proposals to the state Food Distribution Program Director regarding rate increases, fuel surcharges and conflict resolution

#### **School Lunch Program Supervisor 2009 - 2010**

- Managed the start-up of the newly acquired National School Lunch Program for the northern half of Colorado, starting with only a written contract and minimal guidance
- Hired and supervised staff for warehouse order fulfillment, customer service and delivery drivers
- Created and Implemented Standard Operating Procedures
- Managed Third Party Warehouse logistics and contracted delivery drivers when necessary
- Maintained accurate inventory counts and maintained spreadsheet allocations as determined by the USDA

### **Lafuma America, Broomfield, CO**

**2004 - 2008**

#### **Warehouse Manager**

- Managed all warehouse functions, including: accurate inventory management, verification of incoming shipments, timely picking/scanning/packing of outgoing shipments (Fed Ex and LTL), establishment and maintenance of operational procedures, ongoing warehouse organization
- Successfully met sales goals of shipping an average of \$300k in sales per month
- Supervised full-time permanent and temporary employees
- Negotiated terms and rates with freight carriers
- Designed warehouse floor plan layout and material flow; supervised rack installation

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## **Warehouse Manager (continued) 2004 - 2008**

- Strict adherence to detailed customer routing guides and shipping methods, resulting in \$0 chargebacks
- Communicated daily with Logistics Manager and Customer Service regarding incoming product status and availability
- Worked closely with customer service department in resolving order errors, inventory issues and order prioritization
- Performed fiscal year- end inventory and cycle count procedures
- Managed warranty returns and repairs
- Researched, purchased and maintained warehouse equipment (forklifts, racking, pallet jacks)

## **GoLite, LLC, Boulder, CO 2002 - 2004**

### **Distribution Center Manager 2002 - 2004**

- Managed all warehouse functions including but not limited to: inventory management, order fulfillment, verification of incoming shipments, warehouse organization and ordering of supplies
- Supervised full and part-time employees
- Conducted quality control checks and cycle counts of incoming product shipments in conjunction with Design and Production Department

### **Warehouse Assistant 2002**

- Assisted Warehouse Manager in all warehouse functions
- Created and implemented double-check procedure for outgoing orders

## **White Swan Music, Boulder, CO Shipper/Receiver/Inventory Controller 2001 - 2002**

- Checked and received incoming orders
- Picked, packed and shipped domestic and international orders
- Conducted cycle counts and adjusted inventory as needed

## **Celestial Seasonings, 1985 - 2000**

### **Assistant Inventory Controller 1995 - 2000**

- Achieved less than 0.02% annual inventory variance on over \$10 million inventory
- Tracked production reports and investigated discrepancies within the Bill of Materials
- Scheduled milling of raw herbs for tea production
- Reconciled month-end book with physical inventory variances
- Managed off-site production and inventory levels of herbal supplement business

### **Material Handler 1985 - 1995**

- Stocked material to ensure availability and successfully avoided production downtime

## **RELEVANT SKILLS**

- Proficient in Microsoft Word, Excel, UPS/Fed Ex databases and various order fulfillment software and warehouse management systems WMS (MS Navision, Ceres, ManBase)
- Licensed forklift operator

## **EDUCATION**

University of Toledo, Toledo, OH, B.A. - English