

Perry Guillory

Chicago, IL

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Operations Manager

Highly analytical and detail-oriented professional with substantial expertise in leading all key facets of supply chain management, providing administrative control, and executing growth plans, to achieve challenging objectives.

Proven success at optimizing supply chain performance, identifying and resolving complex issues, supervising projects, developing operational improvement frameworks, and ensuring compliance with company's rules / regulations to meet operational goals. Well-versed in warehouse administration, strategic planning and forecasting, and operational alignments. Versatile leader, leading cross-functional teams and nurturing multi-dimensional partnerships to deliver high-level of customer service experience. Articulate communicator, with strong time management, organizational, negotiation, relationship-building, and analytic

Work Experience

Warehouse Manager

Hudson - Chicago, IL

May 2023 to October 2023

Oversaw daily operation of a regional distribution center that services 3 districts consisting of 75 stores.

- Implemented a new inventory management system, resulting in a 20% reduction in stock discrepancies and a 15% increase in overall efficiency.
- Led a team of 50 warehouse employees, providing training, coaching, and performance evaluations to ensure optimal productivity and job satisfaction.
- Developed and implemented safety protocols, resulting in a 30% decrease in workplace accidents and an improved safety record.
- Streamlined warehouse operations by optimizing layout and workflow, reducing order fulfillment time by 25% and increasing customer satisfaction.
- Collaborated with cross-functional teams to improve supply chain efficiency, resulting in a 15% decrease in overall costs and improved delivery timelines.

Senior Operations Manager

Target - Chicago, IL

June 2022 to May 2023

Lead a team of 26 Managers, and 400+ employees at targets flow center warehouse to enhance productivity and efficiency. Facilitated effective training and awareness sessions to promote a "safety first" culture across organization.

- Implemented lean principles and process improvements, resulting in a 20% reduction in operational costs and a 30% increase in productivity.
- Led a team of 50 associates, fostering a culture of accountability and achieving a 99% on-time delivery rate.

- Developed and executed training programs, resulting in a 25% decrease in employee turnover and improved overall team performance.
- Collaborated with cross-functional teams to streamline operations, reducing order processing time by 40% and enhancing customer satisfaction.

Operations Manager

Amazon - Chicago, IL

July 2019 to June 2022

Led group of 150+ employees in Amazon's final mile delivery operation to assure timely delivery of more than 270k packages per week.

- Implemented streamlined processes that improved efficiency and reduced order fulfillment time by 31%.
- Led a team of 180 employees, providing mentorship and guidance to drive performance and achieve departmental goals.
- Developed and executed cost-saving initiatives, resulting in significant savings of \$29,000 per month.
- Oversaw inventory management, ensuring accurate tracking and minimizing stockouts and excess inventory.

Hub Manager

BNSF Railroad - Chicago, IL

March 2018 to July 2019

Oversaw incoming and outgoing trains and formulated schedules to meet deadlines while transporting goods for clients. Directed team of 15+ direct reporters and 30 contract staff to enhance overall team performance. Assured compliance with regulatory standards and corporate values by maintaining accountability for inputs

/ outputs of safety, service, productivity, service, and financial metrics.

- Managed and coordinated the safe and efficient movement of trains, ensuring compliance with all operational and safety protocols.
- Implemented strategic plans to optimize train schedules, resulting in improved on-time performance and customer satisfaction.
- Developed and maintained strong relationships with stakeholders, including railroad crews, customers, and regulatory agencies.

Railroad Conductor

Metra - Chicago, IL

November 2015 to March 2018

In charged all train tasks and assisted team of four employees to deliver excellent customer services to commute of hundreds of people.

- Managed internal operational standards and productivity targets.
- Enforced regulatory and company policy compliance to improve workplace and employee safety and readiness.

Operations Manager

Paragon Systems - Chicago, IL

February 2010 to November 2015

Operated overall operational activities, including tracking costs, scheduling employees, and ensuring regulatory compliance defined by contract in cooperation with program manager. Steered union workforce of 75+ employees on daily basis by assisting with conflicts resolution, staff development,

and guaranteeing adherence to variety of security rules and regulations. Demonstrated detailed understanding of organizational procedures and best security practices to detect threats and potential crises.

- Identified issues and devised solution by closely examining outcomes, reports, and potential policy changes with management.
- Guaranteed delivery of optimal results against appropriate performance and financial metrics through asset utilization, analyzing and resolving issues related to interpreting variances to operating protocols.

Education

BS

Excelsior University

Skills

- Project & Process Management
- Inventory Control & Management (SAP)
- Cross-functional Team Leadership
- Customer Satisfaction & Retention
- Strategic Planning & Execution
- Business Development
- Continuous Process Improvement
- Regulatory Compliance
- Operations Management
- Six Sigma
- CompTIA Network+
- Warehouse management system
- Supply chain
- ERP systems
- SAP
- Order fulfillment
- Profit & loss
- Senior leadership
- Continuous improvement
- Microsoft Office
- 3PL

Military Service

Branch: USMC

Service Country: United States

Rank: E-4

October 1998 to September 2003

Certifications and Licenses

CDL A

Six Sigma Certification