

Twilla Monterroso

Warehousing & Distribution

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PROFESSIONAL SUMMARY

A passionate leader who plans and directs operations and improves efficiency. Accomplished measurable results while leading teams of 10-100+ in dynamic, fast-paced environments. Plan, execute, and supervise operations upon multiple lines to protect company assets, property, and equipment valued over \$5M annually while exceeding the expectations of senior operations managers. Adhere to safety rules, regulations, and procedures. Monitor, evaluate, and train employees in standard of work and safety techniques to ensure SOP compliance. Possess extensive knowledge in organizational leadership, planning, management, and safety analysis. Highly customer centric with excellent relationship building skills.

- Leadership
- Training
- Microsoft Office Suite
- Public Speaking
- Warehouse Operations
- Creative Problem Solving
- Customer Service
- Teamwork
- Motivating-A-Team
- Inventory Management
- Order Picker/Reach Truck Certified
- Warehouse Management Systems
- Fast-Paced Environments
- Team Leadership
- Time Management
- Safety
- Cost Control Analysis
- Personnel Development
- Team Building
- Operations and Logistics
- Process Improvements
- Safety and Risk Mitigation
- Heavy Equipment
- Detail-Oriented
- Team Player
- Building Partnerships

PROFESSIONAL EXPERIENCE

Caterpillar Inc. – Denver, CO

November 2021 - Present

Warehouse Associate

- Execute tasks quickly and effectively via receiving, picking, and staging customer orders, inventory organization and management.
- Recognized by management for exceptional and consistent productivity metrics, 110% WoW.
- Solid record for accuracy and quality work with a 0-defect rate in 120+ days.
- Perform inspection and operate heavy equipment including order picker, reach truck, overhead hoist, and tugger.
- Utilize electronic hardware/RF units to verify and receive product into inventory.
- Train new associates in job procedures, processes, quality guidelines, and safety standards.
- Work with supervisor and review WMS to troubleshoot product location issues and inaccuracies.
- Collaborate with team/management to support smooth workflow and efficient operations.

Amazon Fulfillment – Thornton, CO

November 2017 - October 2021

Outbound Fulfillment Lead, Process Assistant

- Planned and oversaw supply chain operations for outbound shipping with over \$5M in annual assets.
- Managed, scheduled, and trained a team of 10-100 associates.
- Boosted ship dock rate labor plan saving 50.96 hours, 111.75% increase since March 2020.
- Led efforts to cross-utilize the workforce and executed an inter-department partnership with Personnel and Operations Departments to facilitate the training of 100+ team members, increasing production efficiency by up to 50%.
- Facilitated personnel assignments, promotions, and evaluations, ensuring the most exceptional candidates filled key department roles.
- Verified team activities frequently to ensure compliance with SOPs and safety regulations governing different business areas.
- Prepared and implemented daily operational plans to set business up for success and meet demand.
- Monitored performance metrics to drive results of business areas, exceeding DPMO, DEA, JPH/UPH rate expectations.

Fulfillment Associate, Training Ambassador

- Managed daily tasks consistently and sought out opportunities to go beyond requirements and support business targets.
- Recognized by supervisors for high-level Operational Performance among the department.
- Selected as trainer for Outbound Ship Dock, certified to train new hires in different operational areas.

- Conducted employee orientation and on-the-job training, including Safety Methods and Production Standards for new hires and current employees.
- Coached and developed employees to enhance individual core capabilities and team performance across the business.
- Completed high-quality standard of work with little oversight.

Infinitive Designs – Wheat Ridge, CO

June 2013 - November 2017

Owner and Operations Manager

- Built successful e-Commerce cosmetics business.
- Developed and directed the sales and marketing strategy.
- Boosted customer loyalty via social media branding, effective program execution, and international expansion, increasing revenues by 54.6% in two years.
- Created an inventory management system to track store-level performance, discrepancies, and maintain appropriate stock levels, reducing waste by 22.4% in four months.
- Maintained a positive customer feedback rating above 99%.

Epoch Concepts – Highlands Ranch, CO

April 2009 - May 2013

Business Operations Manager

- Oversaw daily operations for a fast-growing IT solutions provider.
- Earned a promotion in December 2009 after proving the ability to master complex concepts quickly.
- Reduced company purchasing costs 28% via effective vendor negotiations.
- Executed systems process improvements that resulted in a 50% increase in customer satisfaction.
- Demonstrated expertise in all aspects of business development and customer service through operational analysis, strategic contract negotiations, and strong vendor relations.
- Applied and received Top Secret/SSBI Security Clearance in position.

EDUCATION

Colorado State University-Global Campus
 Bachelor of Science, Business Management
 80 credit hours

Westwood College of Technology
 Associate of Applied Science, Computer Programming
 July 2002

AWARDS & RECOGNITION

- #1 for delivering operational excellence among all Amazon North American Fulfillment Centers, 2019-2021.
- #1 in Delivery Estimate Accuracy (DEA) with a performance rating above 99% for customer order fulfillment.
- Secured lowest defect rate of 418 for compliance with standard of work.
- Created a culture that delivered the highest retention department at Amazon during Peak season 2019.
- Recognized by the department as a Top Performer, for transforming team culture, and having a 'Bias for Action.'

COMPUTER SKILLS

- Proficient in MS Office Suite, Word, Excel, PowerPoint, OneNote, Outlook; Familiar with Google Docs
- Warehouse Management System (WMS), SSP; Yard Management System (YMS), Freight Management System (FMS); Business Intelligence Tools, Grafana; Salesforce.com, CRM; P2P systems
- Skilled in Graphic design software, Adobe Photoshop, Illustrator, InDesign, Dreamweaver

PASSIONS

Teaching, Art, Learning, Painting, Writing, Hiking, Running, Camping, Entertaining, Outdoors, Cooking, Playing Music, Reading, Exploring, Travel, Baking, Listening