

Leonard Smith

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Distribution/Operations Management

Comprehensive experience in distribution, logistics, warehousing, transportation, operations, and new plant start-ups. Exceptional skills in materials management, customer service, inventory control, transportation management and supervision in multiple facility and shift environments. Good communications and staff development skills. Meticulous in review and follow-up of operations, customer service, and cost containment. Knowledgeable of ISO 2000 certification process. Adept at conversational Spanish.

Core Competencies

- ▶ Materials Management
- ▶ Customer Service
- ▶ Planning/Coordinating
- ▶ Staff Development
- ▶ Strategic Planning
- ▶ Cost Containment
- ▶ Production/Distribution
- ▶ Training
- ▶ Lean manufacturing
- ▶ Inventory Reconciliation
- ▶ Shipping/Receiving
- ▶ Conflict Resolution
- ▶ Purchasing/Negotiating
- ▶ MRP Planning Logistics
- ▶ Manufacturing
- ▶ Computer Expertise

Career Highlights

Madison Healthcare Retail Group - San Francisco, CA 11/1999 – present
\$900 million international private label supplier of healthcare products for retail market supplying to virtually every retail mass merchandiser, food store, and drug store including private label diapers, sanitary and incontinent products.

Distribution Center Manager – “*excellent in customer service, personnel and diversity management, cost containment and budget responsibility exceed expectations.*”

- ▶ Manage distribution center activities including receiving, shipping, order picking, cycle counting, selection, training and development of staff, safety and security, inventory control, and distribution center budgeting.
- ▶ Supervise 45 employees (9 office including warehouse manager, transportation and account coordinators, inventory cycle counters; 3 warehouse shift supervisors, 3 warehouse leaders and 30 associates.
- ▶ Manage budget at \$.19 cost per case.
- ▶ Maintain inventory accuracy of 99.98% net accuracy and 99.98% absolute accuracy and customer service fill rate at 98%.
- ▶ Resolved accuracy and damage issues with Mexican shipments by changing transportation companies and brokers and working directly with customers to guarantee perfect orders.
- ▶ Reduced inventory cuts, misshipments and customer order inaccuracies by training associates in proper order checking, auditing of receipts and put aways as well as better cycle counting.
- ▶ Implemented Sarbanes Oxley procedures.

Freedom Companies – Oakland, CA and Lilburn, GA 07/1993 – 10/1999
International logistics operations with \$6 billion in annual sales.

Warehouse Manager – “*exceeds in personnel development and communication skills- self-motivated to get all tasks completed timely.*”

- ▶ Managed warehouse operations for 2 plant locations servicing 25 Fortune 500 companies including Target, The Gap, Compaq, Sears, and Wal-Mart.
- ▶ Handled all distribution and projects for value added services and rework of customers products.
- ▶ Supervised 70 employees including 3 shift supervisors and 3 warehouse team leaders
- ▶ Achieved company ISO 2000 certification on first testing by documenting all processes and procedures thoroughly.
- ▶ Visited customer facility locations to understand processes and enhanced these processes for customers' benefit.

Asia International Corporation – Oakland, CA 07/1980 – 06/1993
\$10 million international furniture importer.

Operations Manager – “*diverse in skills and projects to handle entire workload in multi-faceted environment.*”

- ▶ Managed all operations including production and design for wicker and Rattan furniture importer.
- ▶ Supervised 30 associates including 6 office associates and 3 team leaders located at multiple facilities in Northern and Southern California.
- ▶ Trained all associates in warehousing, order entry, invoicing, physical inventories, cost analysis, and purchasing.
- ▶ Increased sales from \$3.2 million to \$6.3 million by observing Far Eastern manufacturers and implementing quality and production improvements.
- ▶ Achieved sales increase from \$6.3 million to \$7.2 million in one year by adding new products and increasing production.
- ▶ Consolidated operations from three locations to one.

Education/Computer Skills

Dale Carnegie Public Speaking
How to Layout a Distribution Center – Georgia Tech
University of California, Santa Barbara, CA – BA in History and studies in Economics/Accounting
Jones High School, Jonesville, CA – graduated 06/1976
Microsoft Word, Excel, PowerPoint, AS400, WMS (Warehouse Management Systems)