

SAMUEL BROOKS

Operations Manager | Distribution Center and Warehouse Operations

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SUMMARY

Operations manager with 9 years of experience in distribution, third-party logistics, and manufacturing. Run a 640,000-square-foot distribution center with 8 supervisors, 210 associates, and 2 shifts that ship 38,000 orders per day. Raised picking productivity by 17% and cut the OSHA recordable injury rate from 4.1 to 1.9 in 2 years. ASQ Certified Six Sigma Green Belt and ASCM CPIM.

EXPERIENCE

Operations Manager, Distribution Center — *Ironleaf Home Goods*

Apr 2022–Present

Home goods retailer; 640,000-square-foot center for e-commerce orders and store replenishment with a \$24M annual operating budget.

- Lead 8 supervisors and 210 associates on 2 shifts; ship 38,000 e-commerce orders per day and 120 store loads per week.
- Raised picking productivity from 112 to 131 units per hour in 14 months with new slotting and engineered labor standards.
- Cut the OSHA recordable injury rate from 4.1 to 1.9 in 2 years with daily safety huddles and a forklift recertification program.
- Reduced overtime from 14% to 6% of total hours with a weekly labor plan based on order forecasts; saved \$1.1M per year.
- Kept on-time shipment at 99.2% through 4 peak seasons with about 140 temporary associates each year.

Operations Supervisor, then Assistant Operations Manager — *Pell Harbor Logistics*

Feb 2019–Mar 2022

Third-party logistics (3PL) provider; 2 warehouses for 9 retail and consumer goods clients.

- Supervised 45 associates in receiving and putaway on the night shift; dock-to-stock time fell from 36 to 18 hours.
- Opened a 280,000-square-foot second warehouse: hired 60 associates, set up 4 workflows, and met all client service levels in 10 weeks.
- Raised inventory accuracy from 97.1% to 99.6% with a daily cycle count program.
- Presented monthly scorecards on 6 service level metrics to the supply chain managers of 4 client accounts.

Production Supervisor — *Cardinal Fold Packaging*

Jun 2017–Jan 2019

Corrugated packaging plant with 180 employees on 3 shifts.

- Supervised 22 machine operators on 1 corrugator and 2 converting lines.
- Cut average changeover time from 48 to 31 minutes with a single-minute exchange of die (SMED) project.
- Reduced scrap from 7.8% to 5.2% in 1 year, which saved \$410K.
- Led 6 kaizen events on line setup and material flow.

EDUCATION

Falls City State University

May 2017

Bachelor of Science in Supply Chain Management

SKILLS

Operations: Labor planning and standards, KPI dashboards, Lean and 5S, Slotting and layout, Inventory control and cycle counts, Safety programs, Peak season planning, Site budget (\$24M)

Systems: Manhattan WMS, SAP, UKG (Kronos), Excel, Power BI
Leadership: Supervisor coaching, Hiring and onboarding, Temporary labor programs

CERTIFICATES

Certified in Planning and Inventory Management (CPIM) <i>Association for Supply Chain Management (ASCM)</i>	May 2023
Certified Six Sigma Green Belt (CSSGB) <i>American Society for Quality (ASQ)</i>	Sept 2020
OSHA 30-Hour General Industry card <i>OSHA Outreach Training Program</i>	Mar 2018

LANGUAGES

English (Native) · Spanish (Conversational)