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)

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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) May 2023
Association for Supply Chain Management (ASCM)

Certified Six Sigma Green Belt (CSSGB) Sept 2020
American Society for Quality (ASQ)

OSHA 30-Hour General Industry card Mar 2018
OSHA Outreach Training Program

LANGUAGES

English (Native) · Spanish (Conversational)

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