



Dynamic and motivated professional with a proven record of generating effective outcomes while building highly respected relationships.

Extensive experience in strategic planning, operational and project management methodologies.

With a degree in business intelligence and strong business acumen, I bring my servant leadership approach within cross-functional teams to bring about essential change and improvement in strategy, process, and profitability.

EDUCATION

Hackett Institute - Global Business Services Diploma in GBS	2018
Commanding Officer/Officer in Charge NAVEDTRA 43035 (2N1AQD)	2018
Master of Science Degree , Grantham University Business Intelligence, Summa cum Laude	2017
Emergency Mgmt. Institute , US FEMA Integrated Emergency Mgmt. Course (IEMC)	2015
American Red Cross First Aid/CPR/AED Instructor Course (HSSSFA801/13157084)	2015
United States Army Quartermaster School Mortuary Affairs Officer, 8B-S14V	2014
Bachelor Degree , Baker College Business Admin, Magna cum Laude	2010
Basic Qualifications Supply Chain Mgmt. Officer USN Leadership Award	2010
Rath & Strong Mgmt. Consultants Six Sigma Green Belt	2005

EXPERIENCE

Amazon Fulfillment, NA Operation Manager STL8	2020 - Present
Citigroup, USA Senior Vice President – Regional Archiving Lead/Operations Group Manager Vice President – Project Manager, Operations Group Manager	2001 - 2020
United States Navy Reserve Lieutenant Commander – Supply Corps –TS/SCI Clearance (Eligible) NAVSUP Fleet Logistics Center (FLC) Yokosuka Unit OIC, USTRANSCOM Joint OPS Center SDDC Battle Staff and Reserve Training Officer US Navy Camp Lemonnier, Djibouti Dept. Head /FLC Site Director, Operation Enduring Freedom Commander US Navy Forces Korea, Officer in Charge (OIC), Prior enlisted: IT1 – Petty Officer/Information Technologies Specialist Supreme Allied Commander Transformation, Det B (NATO Unit), Lead Petty Officer	2001 - Present
Grand Rapids Educational Center, Kalamazoo, MI Computer Instructor MS Windows End-User Applications & Medical Billing Applications	Prior - 2001
Electronic Data Systems (EDS), Kalamazoo, MI Marketing Analyst – Eaton Corporation	
Inacom Information Systems, Kalamazoo, MI Sales Representative Marketing Analyst	

EXPERIENCE NARRATIVE

- Lead, support, mentor, and motivate leaders and hourly workforce. Build and execute productivity plans, determining productivity requirements, and partnering with other leaders to load balance for managing the heart of Amazon's shopping experience. Manage safety, quality, productivity and customer delivery promises. Collaborate with all support teams including safety, engineering, loss prevention, quality, human resources, non-inventory to implement plans toward meeting business objectives. Operational lead for process reengineering initiatives.
- Lead fiduciary effectiveness of our \$26.1MM operating budget and Principal of record archiving program to ensure organizational continuity with the highest level of performance in a competitive marketplace in three countries for over 5 million physical records. Global archiving liaison providing regulatory record management guidance in NAM, LATAM, EMEA, and APAC.
- Facilitated business third party oversight activities for ~\$16MM/annual spend with archiving suppliers for the United States, Canada, and Puerto Rico. Business Supplier Relationship Manager (BAO) for Document Services managing the end-to-end oversight of twenty vendors and within multiple internal and external sites toward mitigating risk in our financial services supply chain environment.
- Project manager for Six Sigma DMAIC project resulting in a maintained 4.2 Sigma Level for a manual process. Course of action included logistics within the relocation of 1.3 million custodial files equaling \$224 billion mortgage servicing portfolio.
- Principal project manager for process improvement, application development/EOL, site relocations, and community affairs. Developed milestone waterfall, agile, and DMC project plans, reports, metrics, and dashboards. Defined and performed MCA, UAT, and CoB testing requirements within onshore and offshore business functions. Develop reports and maintain metadata compliance, application life cycle project management,
- Facilitated Leadership Excellence classroom training with ~40 leaders, aligned with our Power of One commitment. Facilitated 5 Leader sessions for ~250 managers and 100% of all non-exempt sessions providing "Our Path Forward" initiative at the O'Fallon, MO sites.
- Record Management Officer (RMO) led ~50 employees to support cross business legal and compliance teams. Managed direct warehouse box and file archiving pipelines and all aspects of record preservation for 6.2 million individual boxes and 8.7 million paper loan files.
- Dept OIC led ~300 contractors, civilians, and military personnel to exceed mission requirements within Operation Enduring Freedom for the United States Africa Command area of responsibility. Fiscally responsible for \$56.25MM in services contracts to meet supply chain management objectives. Continue to deliver leadership as acting OIC Fleet Logistics Center Yokosuka HQ Det
- Leadership responsibility of petroleum, oil, and lubricants (POL) product and services, provision services including maintenance parts and food rations, fleet logistics and Military Sealift Command operating in the Red Sea, hazardous material reutilization, US Army container asset management for base operations, US Postal Services for USAFRICOM and supply chain management support of 7 forward operating locations under USAFRICOM control.
- Project Manager for groundbreaking ACT Information Technology Symposium for 26 IT specialists from 7 NATO ACT detachments, providing over 40% of instruction. Participates rated the Symposium at 95% exceeded their expectations from beginner to advanced subjects. Project Lead 1st & 2nd annual symposium of 30 IT specialists from 9 NATO ACT detachments exceeding objectives from initial symposium.