

# DANIEL SMITH

## OPERATIONS MANAGER

Vista, CA

### CONTACT

(631) 455-9929

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## SUMMARY OF QUALIFICATIONS

Extensive experience in fulfillment operations. Skilled in managing real-time collaboration and coordination across departments and business units including S&OP, launch engineering, Inbound, Outbound, TOM etc. to ensure maximum operational capacity. Ability to quickly develop into a SME enabling the identification and correction of inefficiencies hindering productivity.

## SKILLS

Team Management

EQ with Associates

Microsoft Office

Project Management

Communication

Power BI

Various software including  
WMS HRM CRM ERP YMS

## EDUCATION

State University of New  
York at Geneseo

Bachelor of Science in Business  
Administration *Marketing Minor*

## INTERESTS

Travel (24 Countries) over the  
last year

Hiking

## EXPERIENCE

### AMAZON

2021-2023

- Instrumental in the launch of the 2.2 million SQ FT building capable of over 30-million-unit annual volume, responsibilities included participating in the Operational Readiness Team, communicating daily with key pre-launch stakeholders and assessing the viability of the building layout.
- Oversaw all day-to-day operations including daily volume and labor planning, tracked and reported on quality (in DPMO), frequently made urgent cost analysis decisions and act as the POC for changes to the process flow.
- Identified operational deficiencies and implemented several new process paths that improved total building efficiency by 11%, one of these new paths improved pick rates by 35%.
- Managed over 130 associates by developing rapport with each individual, providing clear action items, and removing obstacles to their success with the goal of maximizing shift efficiency.
- Spearheaded business continuity and incident recovery on three occasions involving novel high severity events while acting as Operations Manager III. Additional responsibilities included understanding the escalation matrix, collaborating with emergency response officials, maintaining a calm demeanor, and liaising between corporate and associates.
- Assisted in hiring and developing new talent by conducting interviews and providing placement recommendations. This included training 5 new managers on all SOPs, KPIs and key deliverables.
- Lead team projects relating to improving quality and cost metrics. One metric was brought within threshold by retraining all problem-solvers in building, empowering them to be self-sufficient, and improving reporting.
- Engage in cross-departmental cooperation with HR, IT, Reliability Maintenance and Engineering (RME), Loss Prevention and Finance to limit loss prevention, ensure personnel issues are properly addressed, and maintain a fully functioning shift.
- Utilized Amazon Playbook project management software to organize and implement sustainability initiatives throughout the building.

### PROPERTY MANAGER – HIGH STREET PROPERTY MANAGEMENT

2019-2020

- Assisted in managing 22 rental properties with a focus on construction and maintenance projects to increase the value of the portfolio.
- Thrived in an ambiguous and independent work environment that valued self-sufficiency.