### FirstName LastName

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# PROFESSIONAL SUMMARY

people and operations leader

A bilingual, current and experienced senior people and operations leader with more than 13 years of experience within a high-volume, customer centric, consumer goods environment. Possess excellent ability to reduce complex processes into simple tasks. Key contributor to senior strategy meetings, providing guidance to executive team. Proponent of change, driven to learn, continuously improve, increase performance and improve organizational efficiency. Consistent track record of exceeding metrics relating to operational KPIs and to financial growth targets. A coach based leadership management approach, centered on relationships, providing teams with the autonomy to feel valued, empowered and perform at excellence.

# AREAS OF EXPERTISE

## Leadership and Mentoring

* Built a strong, diversified and experienced national operations team (3 operational managers, 1 project manager, 2 network analysts, 1 data analyst) that was repeatedly recognized for their business acumen, professionalism and ability to execute at excellence in the face of continually evolving market, customer and internal needs.
* Led a cross-functional, multi department operations group to design, develop and implement a new direct to customer fulfillment network in Western Canada allowing Company ABC to integrate their largest customer volume gain in the last 10 years, doubling yearly sales volumes.
* Regularly made business presentations and operational analyses to the senior management team (Vice President, General Managers, President) in large and small format settings.
* Represented organizational interests on multiple occasions for joint business planning sessions with major retail partners to launch new products, increase sales, collaborate on joint projects and review overall business performance.
* Coached, led, taught and influenced employees identified through Company ABCs succession planning development cycle as well as provided key feedback and recommendations to Human Capital Business Partners with respect to the effectiveness and execution of the development program. Successfully contributed to the development, transformation and promotion of employees identified for organizational succession.

## Strategic Planning and Analysis

* Conceptualized, planned and implemented the creation of multiple new reports and work flows, leveraging a vast array of raw system data. New reporting was created for: Customer scorecards and benchmarks, Repair and Maintenance of company owned assets based on 13 categories of supervisor decision making, National KPI dashboard (labour costs, commission, sales volume, performance to budget, yearly trend analysis), monthly financial analysis tool which accounted for all transactional spend within the department allowing managers and supervisors to have enhanced visibility and control of allocated budget dollars.
* Identified, promoted and standardized an Activity Based Routing Model (Time based utilization versus sales volume) which became the standard methodology for the go to market distribution execution across Canada, significantly improving overall costs and control.
* Pioneered the utilization of computer-based routing software for strategic planning when conducting network optimization activities. Identified potential software solutions, met with vendors, vetted software performance, validated compatibility with company ABC’s systems and information, final selection and justified the required CAPEX investment.

## Communication and Continuous Improvement

* Established and deployed National SharePoint sites for operational supervisors to effectively manage Health and Safety concerns, shared best practices, improved uniformity of labour relations with unionized employees, and provided status updates and resources for ongoing projects.
* Implemented weekly highlights calls which improved the visibility of operational activity across the country.
* Launched training and teaching sessions which promoted career and personal development within the team.
* Created a culture of accountability through monthly objectives and achievement reporting by managers.

# CAREER EXPERIENCE

#### ABC Company, Toronto, ON 20XX – 20XX

Overview of company size and scope

## Director, Transportation (XXXX – XXXX)

National Transportation Director, responsible for the movement of finished goods, dry goods, ingredients and packaging for ABC Company production facilities and warehouses as well as the direct to store or warehouse delivery for Major Retail partners. Total P&L responsibility for an annual operating budget in excess of $100M. Manage and develop strategic partnerships with external carriers for truck load, less than truckload and direct to store deliveries. Maximize efficiency of ABC Company unionized drivers operating with class 1 (A-Z) licenses.

* Led all continuous improvement initiatives for the department by promoting transparency and fact-based decision making which improved performance, increased reliability and better met customer expectations.
* Reviewed and restructured the network (95,000 yearly movements, 40M yearly KMs) by creating a centralized database for transportation movements and assigning them unique identifiers. This reduced complexity and improved visibility of activity.
* Subject matter expert for new technological solutions and mandates impacting transportation, representing the department and organization on various committees and new strategic initiatives.

## Director, Retail Distribution & Network Optimization (XXXX – XXXX)

Directly accountable for all aspects of retail distribution nationwide, managing a team with an operating budget of $60M annually. Direct process improvement, developing strategies to utilize more than 160 drivers in a unionized environment. Key driver of several major promotions, leading cross-functional teams focused upon driving specific products.

Lead all third-party logistics operations nationwide, including remote management of third-party operators and regular travel. Provide top-level support to high-value clients, developing transparent relationships and providing a solution-focused approach to challenges and concerns.

* Created $3.8M in annual route savings by expanding and improving an existing activity-based routing model by re-engineering delivery routes within Ontario, British Columbia and the Maritimes which improved the cost and sale volume performance.
* Achieved 87% team satisfaction on internal engagement surveys through bi-annual town hall style meetings with unionized employees, yearly team summit meetings, monthly management committee meetings and regular on-site visits.
* Saved $1.0M annually by expanding distribution networks to include fine cheese to drive product profitability by identifying common and unique customers between delivery networks and developing new go to market strategies to incorporate both product categories.
* Enhanced the relationships and transparency with third party partners by sharing strategic road maps and goals in order to accelerate change and improve business results and customer satisfaction.

## Manager, Retail Distribution & Process Improvement (XXXX – XXXX)

Managed retail distribution throughout Ontario. Tasked with overhauling third-party carrier compensation strategies to improve visibility and accountability. Purchased and implemented Paragon routing software to improve operational efficiency.

* Reduced delivery costs by $350K annually by analyzing and relating delivery frequency to sales volumes within a weekly delivery cycle in order to create greater standardization and uniformity across major retail customers.
* Achieved lowest direct store delivery costs within ABC Company brand by maximizing route time utilization and improving value added (delivery) activity versus non value added activity (driving, administrative requirements).

# EDUCATION & PROFESSIONAL DEVELOPMENT

Bachelor of Arts in Law, University Name, City XXXX

**Selling Ideas: How to Influence Others, and Get Your Message to Catch On,** College Name, City

* University Name, City, Province

**You as a Leader ,** Institution Name, City