

CHRISTINA TORRES

(207) 209-4024
jane@resumejane.com

1987 Grace Ave
Portland, ME 04886

DISTRIBUTION / OPERATIONS MANAGEMENT

Dependable, analytical and resourceful professional has more than 35 years of remarkable experience exceeding company goals and objectives and establishing best business practices. Excels in process improvement, budget development and analytics, presentation and training development, team collaboration, problem resolution and workplace compliance.

Proven track record in delivering stellar performance, streamlining business processes, identifying deficiencies, developing cost-effective solutions and improving customer satisfaction.

Accomplishes multiple complex projects with uncompromised quality notwithstanding time and budget constraints. Recognized for displaying outstanding leadership qualities in motivating and managing diverse teams.

- ✦ Interpersonal & Negotiation Skills
- ✦ Articulate Verbal & Written Communication Skills
- ✦ Mastery in Warehouse Distribution
- ✦ Operations Management & Implementation
- ✦ Excellent Critical Thinking Skills
- ✦ Problem Solving & Decision Making Skills

PROFESSIONAL EXPERIENCE

Total Global Logistics GROUP., Various Roles

1999 –

Present

Labor Manager, Retail Operations (Feb 2010 – Present)

- ✦ Managed the labor standards program for 445 corporate-owned retail stores; developed annual labor budgets for each store.
- ✦ Prepared and presented quarterly performance updates to Executive Leadership team; facilitated effective labor planning workshops.
- ✦ Developed and implemented 5-S workplace organization; conducted regular 5-S audits to ensure compliance.
- ✦ Performed financial impact analysis for process changes or updates that impact labor standards; exceeded target on labor expense reductions by over \$3M.

Project Manager, Strategic Projects (Sep 2008 – Feb 2010)

- ✦ Researched and developed a new retail and wholesale pricing strategy; tested the new strategy to align with business objectives.
- ✦ Increased model store retail margin by 2% while maintaining sales volume; performed due diligence on automated pricing software solutions and presented recommendations.
- ✦ Served as Retail Operations Lead on the configuration and deployment of the recommended solution.

Distribution Technology Manager (Sep 2005 – Sep 2008)

- ✦ Implemented strategic plans to improve the transfer and distribution of merchandise; researched technologies and process changes to improve warehouse efficiency.
- ✦ Developed ROI analysis inclusive of historical and current performance to determine the benchmark for ensuring measurable future improvement.
- ✦ Held responsible for corporate initiative to open 5 new distribution centers and relocate 4 existing centers; supervised teams responsible for operations support.

Distribution Operations Planning Manager (Oct 1999 – Sep 2005)

- ✦ Directed audits at the DCs, reviewed findings and created recommendations for the DC Management team to accomplish procedure compliance.
- ✦ Led the redesign and development of new policies and procedures; monitored, analyzed and reported on DC key performance indicators.
- ✦ Recommended corrective actions or procedural improvements to maintain or exceed existing company standards.
- ✦ Collaborated with Distribution Managers and AP Department in correcting discrepancies in receiving and transferring issues; provided warehouse management system support.

OTHER RELEVANT EXPERIENCE

Global Partners Group INC, Various Roles

Aug 1979 – July 1999

Corporate Distribution/ Transportation Manager (Oct 1996 – July 1999)

Distribution Center Manager (1993 – 1996)

Receiving Manager (1991 – 1993)

Shipping Supervisor (1985 – 1991)

Warehouse Assistant (1979 – 1985)

EDUCATION & TECHNICAL SKILLS

Lean Sigma Green Belt Certification, 2013

Distribution Management, 1994

Business Administration, 1979

References Gladly Provided Upon Request