

BRICE BLACKWELL

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3PL, DISTRIBUTION & WAREHOUSE OPERATIONS MANAGEMENT

Direct-to-Consumer / Direct-to-Retail / Business-to-Business

PROFILE:

Passionate & quality driven service professional with a proven track record developing and leading successful multi-client CPG order fulfillment, distribution and warehousing operations utilizing innovative approaches to “hands-on” leadership, proactive communication and a focus on business process fundamentals; Self starter and effective communicator with a positive and enthusiastic “can-do” attitude who does not focus on control but rather on encouragement and praise while expressing a vision that excites rather than intimidates and allows people to grow, to innovate and to “think outside of the box” while earning the respect & trust of internal & external customers through consistency in performance, delivering as promised and continuously exceeding expectations.

CORE COMPETENCIES:

3PL & Ecommerce Multi-client Distribution, Warehousing & Order Fulfillment • Customer Service • Quality Control • VAS/Kitting • Consumer Products • Continuous Process Improvement • Operations Turnaround • Change Management • P&L Responsibility • Training & Mentoring • Process Optimization • Inventory Management & Control • Budget & Cost Maintenance • Multi-Site Operations • ERP/MRP/II & WMS Systems • Forecasting & Trend Analysis • Process Flow Re-Engineering • Production Control • Big-Box Retail • Vendor Compliance • ASN/EDI Interfaces & Mapping • Project Planning & Execution • Safety Programs • APICS & Lot Control • SOP Development & Implementation

RECENT KEY ACHIEVEMENTS:

- Managed a diverse multi-million \$ portfolio of 45+ CPG accounts providing contracted warehousing, distribution & ecommerce order fulfillment services handling consumer electronics, apparel, footwear, jewelry, fashion accessories, collectibles, skincare & beauty products, supplements & home furnishings.
- Since 2011, operations have shipped 1,750,000+ B2C orders with an average On-Time Shipping Rate of 99%
- Picking from 40,000 SKU's and averaging 4 lines per order, maintained a Pick Accuracy Rate 99%
- Dock-to-Stock within “48 hours of delivery” receiving SLA improved from 97% to 100%
- Inventory Accuracy Rate improved from 94% to 99.50+% by focusing on fundamentals & controls
- Retail Charge-Backs dropped 90+% & saved \$120,000 in fines through effective training & “checks & balances”
- Reduced Cost-Per-Order by 20% through improved operating efficiencies and effective “hands-on” leadership
- Champion of Change while maintaining an employee retention rate of 99% with no reportable safety incidents

PROFESSIONAL EXPERIENCE:

Facilities Manager

Apr. 2012 – present

Newgistics, Inc. – 3PL, Ecommerce Fulfillment & Parcel – Inland Empire & Los Angeles, CA

Order fulfillment, Parcel Delivery & Returns service provider offering pick, pack and shipping services to 45+ ecommerce clients

- Full P&L, operations & SLA leadership responsibility for two West Coast facilities totaling 200,000 sqft
- Operations pick and pack from 40,000 SKU's and ship 6,500+ small parcel orders a day via UPS, FedEx or USPS; ship an additional 1,000 orders per month to domestic & international retailers.
- Maintained Inventory Accuracy rate of 99+% via daily cycle counts, reconciliation and effective client interfaces.
- Leadership responsibility for 60+ employees including recruitment, training, reviews, write-ups and disciplinary action as required; 99% employee retention rate with ZERO reportable safety issues.
- Launched several new accounts including our largest West Coast customer into new facility while receiving 52 trailers of product in a one week period and shipping 10,000 orders in the same week with .01% shipping errors.
- Perform site tours, time studies & calculate pricing, develop facility layout and purchase equipment as needed.
- Developed and implemented a culture of SERVICE while rebuilding customer confidence in West Coast operations and improving employee morale across network.

3PL Operations Manager

Jul. 2011 – Apr. 2012

ODW Logistics - 3PL Service Provider - Chino, CA

3PL offering contracted distribution and warehousing services to 30+ clients in a 350,000 sqft “AIB food-grade” warehouse

- Daily operations leadership responsibility for three of the top five divisional accounts which including a name brand consumer electronics distributor, a leading online beauty products retailer and a novelty candy distributor with combined billings of \$200,000+ per month.
- Operations pick and pack from 8,000 SKU’s shipping 2,500+ orders a day including 3,000+ small parcel packages, 1,500 cartons and 150+ pallets via UPS, LTL or TL with an accuracy rate of 99.98%
- Inbound operations receive 14+ containers within 24 hours with no detention fines while maintaining strict lot and serial number controlled guidelines; direct kitting, product conversion and POP assembly efforts.
- Coordinate, track and record daily labor efforts to ensure customer needs are met while maintaining company labor ratio margins and productivity targets.
- Responsible for inventory control, cycle counting and reconciliation in a food grade environment requiring lot control and strict FIFO disciplines.
- Leadership responsibility for 30+ employees covering two shifts including recruitment, training, reviews, write-ups and disciplinary action as required.

Warehouse Operations Manager

Apr. 2010 – Jul. 2011

MJO Staffing / Legassi International – Ontario, CA

International Apparel & Hosiery manufacturer/distributor shipping to big-box retailers JCP & Kmart

- Directed the relocation & start-up of a apparel/hosiery distributor shipping to big-box retailers JCP & Kmart
- Hired & trained staff, developed process flow logic, warehouse layout and inventory locating system.
- Performed daily order importing & EDI processing, directed UCC128 labeling, POP assembly, job costing, receiving, picking, shipping, inventory control, transportation and coordinating labor requirements.
- Improved JCP & Kmart Vendor Performance Scorecards to 100% while shipping 100,000+ individually scanned & packed units per week.
- Reduced Vendor Charge-backs by 98+% through effective process development, training & documentation

Distribution Operations Manager

Sep. 2006 – Sep. 2008

KNG America – Mira Loma, CA

Wholesale distributor of consumer electronics and home décor products shipping to domestic & international dealers and big-box retailers

- Directed daily administration, purchasing, inbound, outbound, inventory, returns and warehousing activities
- Re-engineered facility to include racking, processing work stations and inventory location logic
- Introduced operations dash board & KPI’s to communicate daily distribution efforts & results to corporate
- Reduced inbound and outbound detention fines by 90% through effective planning and preparation
- Forecasted labor, coordinated production, UCC128 labeling, packaging and transportation efforts
- Initiated pre-shipment vendor compliance and routing audits reducing charge-backs by 85%

General Manager

Dec. 2005 – Sep. 2006

CalSpas, Parts/Aftermarket Products Division – Pomona, CA

Industry leading manufacturer and distributor of home leisure products shipping to both domestic and international dealers

- Directed daily communication meetings to establish daily priorities, identify challenges & work out solutions
- Created divisional specific Customer Service and Purchasing departments resulting in greater service levels
- Introduced new warehouse configuration, forward picking logic & dedicated picking locations
- Established relevant min/max levels and “quick action” replenishment logic
- Reduced back orders, improved order fill rates, increased same day shipments & call center response times
- Initiated proactive communication with domestic & international dealers on order & shipment status
- Improved customer satisfaction as indicated by a 25% increase in sales and dealer feedback

Distribution Operations Manager

Aug. 2003 – Feb. 2005

Converse/Nike, Inc - Fontana, CA

Wholesale distributor of footwear and apparel products shipping to big-box retailers and directly to consumers

- Introduced new wave planning, replenishment, order picking and traffic coordination logic while increasing picking volumes, order fill rates and shipping accuracy.
- Introduced new policies, procedures and process flow to maximize efficiencies of PkMS WMS
- Reduced vendor non-compliance fines by 50% through focused training and communication
- Effective training led to inventory cycle count accuracy rate improving from under 50% to 99+%.
- Re-engineered customer returns department to include new systems, interfaces and processes
- Served as Safety Manager for Converse distribution centers

Director of Operations

Oct. 2001 – Jan. 2003

SPEAKERCRAFT - Riverside, CA

Manufacturer and wholesale distributor of hi-end consumer electronics shipping to domestic and international dealers

- Developed proactive departmental communication through daily operations meetings
- Re-engineered business processes with a focus on eliminating inefficiencies
- Developed ISO/GMP standard operating policies and procedures
- Improved inventory accuracy and transactional integrity to 99+%
- Reduced backorders by 75% & increased on-time shipments to 90%
- Jump-started a stagnant ERP/MRP systems implementation
- Successfully integrated business operations & processes into MRPII methodology
- As the Safety Manager, had perfect safety record

Order Fulfillment Operations Manager

Jun. 1994 – Jan. 2001

CPU, Inc. - Irvine, CA

Contracted warehousing, assembly, distribution and order fulfillment services for DRTV, mail order, catalog or ecommerce clients

- Managed 35+ accounts and multiple product-lines simultaneously while directing the daily warehousing, order fulfillment, assembly, packaging, distribution, shipping and call center operations.
- Performed plant tours and service presentations, job costing, strategic planning and addressed customer returns
- Salvaged several “lost” clients through improved processes, data integrity and operations consistency
- Order fulfillment, inventory and shipping accuracy rates improved to 99%+
- Process improvements contributed to significant business growth and several new accounts

EDUCATION: High School Diploma & Some College Coursework Completed

ADDITIONAL TRAINING:

Successfully completed APICS certification courses through UC Irvine covering product definition, forecasting, customer service, inventory control, costing, production planning, purchasing & MRP/MPS; Completed additional company sponsored Material Management, Inventory Control, CAL-OSHA, Safety & Personnel Law seminars.

COMPUTER/TECHNICAL SKILLS:

- Expertise directing the successful implementation, change-over and use of fully integrated ERP, MRPII and WMS software business solutions including PkMS, DView, ePicor, MAS200, MAX, Man-Fact, JD Edwards.
- Proficient skill level with MS Office applications.

Additional Experience & Information at: <http://www.briceblackwell.com>