

JORDAN RIVERA

Austin, TX · jordan.rivera@email.com · (555) 555-1234 · linkedin.com/in/jordanrivera

SUMMARY

Operations manager with 6 years cutting fulfillment costs and lead times across high-volume logistics. Track record of rebuilding broken processes, negotiating vendor contracts, and turning messy data into decisions that ship on time and under budget.

SKILLS

SQL, Excel, forecasting, vendor negotiation, process improvement, Tableau, inventory planning, cross-functional leadership

EXPERIENCE

Operations Manager — Acme Logistics, Austin, TX

Mar 2021 – Present

- Cut average delivery time 22% by rebuilding the routing process from the ground up
- Reduced fulfillment costs \$410K per year by renegotiating three carrier contracts
- Built a demand-forecasting model in SQL and Tableau that lifted on-time shipments to 98%
- Led a team of 14 across two warehouses through a peak-season volume increase of 40%

Operations Analyst — Longhorn Distribution, Austin, TX

Jun 2019 – Mar 2021

- Automated weekly inventory reporting, saving the team roughly 10 hours a week
- Identified \$120K in annual savings by auditing supplier lead times and reorder points
- Partnered with finance to standardize cost tracking across five product lines

EDUCATION

B.S. Supply Chain Management — State University, Austin, TX · May 2019

CERTIFICATIONS

Lean Six Sigma Green Belt — ASQ · 2022

Certified Supply Chain Professional (CSCP) — ASCM · 2023