Jordan A. Mitchell | Operations Manager | Process Improvement & Supply Chain Strategy

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Basics

- Operations leader with 10+ years of experience across fulfillment, distribution, and retail supply chain operations
- Proven record of improving safety, quality, delivery, and cost through Lean tools, data-driven labor planning, and frontline coaching
- Managed teams of 100+ associates and 6 supervisors in high-volume, multi-shift environments
- Strong business partner to transportation, inventory, customer service, and sales teams; comfortable owning P&L and KPI targets
- Known for building accountable teams, stabilizing peak-season execution, and turning operational metrics into action

Education

University of Illinois Urbana-Champaign **https://illinois.edu**

Bachelor, Business Administration, Score: 3.7 *Aug 2011–May 2015*

- Graduated with honors and a concentration in operations and supply chain management
- Completed a capstone project on distribution network design for a regional retailer
- Served as vice president of the supply chain student association

Courses: Operations Management, Supply Chain Management, Statistics for Business, Managerial Accounting, Organizational Behavior, Business Analytics, Project Management, Logistics and Transportation

Work

Meridian Fulfillment Partners **https://www.meridianfulfillment.com**

Operations Manager *Mar 2021–Present*

- Lead daily operations for a 180,000-square-foot fulfillment center with 120+ associates across receiving, inventory, picking, packing, and shipping
- Reduced order cycle time by 18% and overtime spend by 22% through labor scheduling, cross-training, and daily tiered huddles
- Own labor, supplies, and equipment budgets; delivered $1.4M in annual savings through vendor consolidation and process controls
- Partner with transportation, customer service, and sales to achieve 99.2% on-time shipment and 99.8% inventory accuracy
- Coach six supervisors and build a safety-first culture with standardized work, root-cause analysis, and visible KPI boards

Keywords: Fulfillment Operations, P&L Management, Labor Planning, Lean Six Sigma, Inventory Control, Safety Compliance

Lakeshore Distribution Co. **https://www.lakeshoredistribution.com**

Operations Supervisor *Jun 2017–Feb 2021*

- Supervised 35 associates across two shifts in a high-volume distribution center serving retail and e-commerce customers
- Improved picking accuracy from 98.6% to 99.7% by redesigning zone assignments and implementing daily quality audits
- Led a WMS wave-planning rollout that increased cases shipped per labor hour by 14%
- Maintained OSHA compliance and reduced recordable incidents by 30% through training, ergonomic improvements, and safety observations
- Coordinated peak-season staffing plans and temporary labor onboarding for 60+ seasonal associates

Keywords: Distribution Operations, Warehouse Management, Quality Audits, Continuous Improvement, Team Leadership

Cobalt Retail Supply **https://www.cobaltretailsupply.com**

Operations Analyst *Aug 2015–May 2017*

- Analyzed demand forecasts, inventory turns, and transportation costs to support weekly operations planning
- Built Excel and SQL dashboards that gave managers real-time visibility into fill rate, backorders, and labor productivity
- Supported RFQ and carrier scorecard processes, helping reduce inbound freight cost by 9%
- Documented standard operating procedures and trained associates on new inventory-control workflows

Keywords: Data Analysis, Inventory Planning, SQL, Excel, Freight Optimization

Languages

English: Native or Bilingual Proficiency **Keywords**: Business communication, Public speaking

Spanish: Limited Working Proficiency **Keywords**: Team support, Operational instructions

Skills

Operations Leadership: Expert **Keywords**: Team Development, P&L Ownership, Labor Planning, KPI Management, Change Management

Process Improvement: Advanced **Keywords**: Lean Six Sigma, 5S, Root Cause Analysis, Standard Work, Value Stream Mapping

Supply Chain & Inventory: Advanced **Keywords**: Demand Planning, Inventory Accuracy, Warehouse Management, Cross-Docking, Supplier Management

Data & Systems: Intermediate **Keywords**: SQL, Excel, Tableau, WMS, ERP

Safety & Compliance: Advanced **Keywords**: OSHA, Workers Compensation, Audit Readiness, Risk Mitigation

Awards

Operational Excellence Award

Meridian Fulfillment Partners *Nov 2023*

Recognized for leading a cross-functional initiative that reduced fulfillment cycle time by 18% while improving on-time shipment performance during peak season.

Leadership Impact Award

Lakeshore Distribution Co. *Jun 2020*

Awarded for developing frontline supervisors and improving associate engagement scores by 15 points across two shifts.

Certificates

Certified Supply Chain Professional (CSCP) **https://www.ascm.org/certification-credentials/cscp/**

Association for Supply Chain Management *Sep 2022*

Lean Six Sigma Green Belt **https://www.iise.org/lean-six-sigma/**

Institute of Industrial and Systems Engineers *Apr 2019*

OSHA 30-Hour General Industry **https://www.nsc.org/workplace/training-and-courses/oshacourses**

National Safety Council *Jan 2018*

Publications

Supply Chain Management Review **https://www.scmr.com/**

Five Levers for a More Resilient Fulfillment Operation *Oct 2024*

- Outlines practical operating routines for stabilizing peak-season throughput
- Covers labor modeling, inventory accuracy, cross-training, and daily management systems

Projects

Warehouse Layout Optimization

Redesigned pick paths, storage zones, and staging areas to improve flow and reduce travel time in a 180,000-square-foot facility.Feb 2022–Jul

- Reduced average pick travel distance by 21% and improved lines picked per hour by 12%
- Collaborated with safety, inventory control, and frontline teams to phase changes without service disruption
- Documented new slotting rules and trained supervisors on sustained execution

Keywords: Facility Layout, Slotting, Lean, Productivity

Peak Season Labor Model

Built a flexible staffing and cross-training model for a 40% volume surge across receiving, picking, and packing.Aug 2023–Dec 2023

- Forecasted labor demand by function and shift using historical volume, productivity, and absenteeism data
- Reduced agency labor spend by 16% while maintaining 99%+ on-time shipment
- Created daily staffing dashboards adopted by operations and finance partners

Keywords: Labor Modeling, Peak Planning, Cross-Training, Forecasting

Interests

Supply Chain Innovation: Warehouse Automation, Robotics, Sustainability

Community & Mentoring: Career Coaching, Food Security, Youth Sports

Personal Wellbeing: Cycling, Hiking, Cooking

Volunteer

Greater Chicago Food Depository **https://www.chicagofoodbank.org/**

Operations Volunteer *Mar 2018–Present*

- Support weekly food sorting, inventory checks, and distribution events for partner agencies
- Help train new volunteers on safe material handling and warehouse flow
- Contributed to a repacking initiative that increased volunteer throughput by 20%