



Joseph Thompson

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Summary

Hands on Operations and Warehouse Manager and dedicated leader effective at using proven methods and cutting-edge technology to successfully reduce costs, streamline operations, and increase profits and productivity.

Skills

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| <ul style="list-style-type: none">• Process improvement strategies• Policies and procedures development and implementation• Team building and management• Troubleshooting and problem solving• Inventory management | <ul style="list-style-type: none">• Quality assurance and control• Product management• Digital Marketing, Social Media• Adobe Photoshop CC• Microsoft Office |
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Experience

Warehouse Manager

Food Express/Atlanta Vending. Tucker, Georgia / July 2021 to December 2021

- Ensuring daily operational goals are met so the product is ready for route drivers.
- Ordering product to keep the warehouse operational and in stock for our customers.
- Managing and cross training staff to assist in every department when needed.
- Scheduling delivery drivers schedules to insure on time delivery of product.
- Making sure that stock is properly rotated for freshness.
- Making sure that all safety guidelines are taught and followed correctly.
- Making sure that the warehouse is maintained in proper order.
- Making sure that all returns were processed properly within the warehouse management system.
- Train all employees in the proper use of all software and equipment used within the warehouse.
- Onboarding new team members when needed as well as performance reviews.
- Perform monthly accurate inventories.
- Maintain warehouse management system for correct functionality.

Operations Manager

Alcohol Controls Inc. Brookhaven, Georgia / May 2003 to Mar 2020

- Aided senior leadership during executive decision-making process by generating daily reports to recommend corrective actions and improvements resulting in **\$1M+ revenue in company volume.**
- Managed **Amazon** partnership (SF and FBA) including pricing, inventory levels and product placement.
- Responsible for all aspects of inventory management including FIFO processes, cycle counts/overall physical inventory counts, and inventory reconciliations.

- Planned daily operational strategies, including delivery routing, daily workflows, promotional initiative, review of financial reports, and account reconciliation to keep information current and accurate.
- Developed incident management strategy, including troubleshooting, root cause analysis and timely resolution.
- Limited inventory discrepancies by consistently reconciling actual on hand inventory within QuickBooks; replenished inventory to maintain par levels and completed quarterly inventory audits, counted and updated inventory reports upon receipt of new shipments.
- Streamlined processes and recommended improvements for core and support practices while assessing, optimizing and elevating operations to target current and expected demands.
- Resolved issues, including logistics, website maintenance, vendor relations and customer satisfaction.
- Diminished financial discrepancies by accurately collecting customer fees, managing refunds and providing complete sales documentation.
- Managed company operations with responsibility for P&L, order retention, scheduling, quality control and inventory management.
- Created marketing tools utilizing Adobe Photoshop CC for both print and digital ads, email campaigns, website management (HTML) and Social Media.

Shipping Lead/Quality Control Specialist

Beaumont Products Inc. Kennesaw, Georgia / Jan 1995 to Mar 2003

- Cultivated and maintained positive relationships with FedEx, UPS and DHL.
- Prepared and processed shipping documents, including work and shipping orders, route materials, BOL, and invoices; rectified problems such as damages and shortages by collaborating directly with vendor representatives.
- Operated various types of forklifts and hand trucks to transfer materials to and from target areas as per OSHA requirements and standards.
- Optimized shipping and receiving strategies with cost-effective methods, carriers and routes.
- Maintained policy, procedures, work instructions and projects for quality and continuous improvement agendas.
- Approved incoming materials by confirming specifications and approved finished products; developed and implemented best practices for defect prevention and continuous improvement.
- Completed non-destructive tests and visual inspections continuously.

Education

High School Diploma
McEachern High School
Powder Springs, GA