

CLAY SINATRA | MBA | Lean Six Sigma Black Belt

claysinatra@gmail.com · +1 (401) 864-5958 · www.linkedin.com/in/claysinatra · <https://www.claysinatra.com>

Global Supply Chain, Logistics, and Operations Executive

Strategic Execution | Global Distribution | People Leadership | Change Leadership | Customer Experience

SUMMARY

Senior supply chain executive with 10+ years leading global operations, logistics, distribution, and customer experience across Fortune 100, high-growth, and privately owned organizations. Proven success transforming global supply chains, optimizing multi-node distribution networks, building and developing high-performing teams, driving large-scale organizational change, and delivering multimillion-dollar operational and cost improvements through people, process, systems, and AI-enabled transformation.

PROFESSIONAL EXPERIENCE

GOORIN, San Francisco, CA | Providence, RI

3.5 Years, Present

Senior Director of Global Operations, Customer Experience, and Sales Operations | *July 2025 – Present*

- Lead four global functions (**Operations, Logistics, Customer Experience, and Sales Operations**), driving end-to-end global supply chain execution across contract manufacturing, logistics, compliance, warehousing, 3PLs, distribution centers, shipping, returns, and packaging; serve on **company leadership team** and **transformation committee**.
- Lead a **global supply chain network** spanning 5 contract manufacturers, 1 owned factory, 20+ suppliers, 3 3PL warehouses, 1 owned distribution center, 4+ freight forwarders, 2+ customs brokers, and 3+ parcel carriers, supporting 15,000+ SKUs, 2,400+ new SKUs annually, 14M+ units produced, and 16M+ units distributed across wholesale, eCommerce, Amazon FBA, international distributors, and retail.
- Champion **end-to-end S&OP**, aligning demand planning, production, capacity, and fulfillment execution while managing a **\$15M+ global supply chain budget**; accountable for inventory health, working capital optimization, and maintaining **99%+** inventory accuracy and OTIF service levels.
- Lead implementation of Mexico cross-border 3PL as primary fulfillment hub, executing transition on time with no business disruption, improving speed to market and delivering **\$2.25M in savings**.
- Drive global sourcing and network optimization initiatives, including shifting production from China to Vietnam and Indonesia, delivering **\$400K+ in annual COGS savings** through vendor strategy and landed cost improvements.
- **Lead five direct reports** across four business functions, driving cross-functional collaboration, leadership development, succession planning, and end-to-end operational ownership. **Restructured the Supply Chain organization** to improve execution, communication, and organizational effectiveness.

Director of Global Operations and Customer Experience | *September 2024 – July 2025*

- Integrated the Customer Experience team into Global Supply Chain, creating a direct customer feedback loop that accelerated operational improvements and cross-functional decision-making.
- Led the migration from Zendesk to Gorgias, deploying AI-enabled workflows that reduced CX headcount from **5 to 2**, achieved **66%** automation, improved response times to under 1 hour, increased **CSAT by 14%**, eliminated **12 hours** of manual work per week, and improved data accuracy.

Director of Global Operations (Logistics & Distribution) | *March 2023 – September 2024*

- Onboarded a new west coast 3PL to support cross-dock fulfillment across major B2B retailers, accelerating go-to-market speed and delivering **\$80K+** in operational savings, and transitioned three major retailers to a case-picking model, generating **\$590K+** in operational savings through network and fulfillment model optimization.
- Architected and scaled Goorin's global eCommerce distribution strategy from the ground up, expanding into **77** international markets and delivering **\$4.1M+** in cost savings across shipping, packaging, and fulfillment operations.

DOTS TECHNOLOGY CORPORATION (Company Closed | Biotech Startup), Boston, MA

1 Year

Head of Global Logistics and Operations | *April 2022 – December 2022*

- Reported to the CFO and VP of Operations; led global logistics and distribution across North America, EMEA, and APAC, overseeing 3PL performance, transportation, shipping, compliance, inventory, returns, and contract manufacturing. Managed a **\$6M+ operations budget** and vendor partnerships.
- Influenced executive leadership to implement a redesigned distribution strategy, partnering with a U.S. 3PL and major parcel carriers to optimize network performance and deliver **\$738K** in cost savings.

- Designed and launched a new warehouse and fulfillment operation, implementing WMS capabilities and a quality program supporting receiving, testing, assembly, kitting, and outbound distribution.

AMAZON, Boston, MA

1.5 Years

Manager of Operations | *March 2021 – April 2022*

- Led inbound operations and reverse logistics within a **1M sq. ft.** fulfillment center, ensuring the successful receipt of **20M+** units and **19K+** containers annually across **700+** vendors to support on-time customer fulfillment.
- Directed a team of **8+** managers, **15+** supervisors, and **300+** associates across multiple shifts spanning operations, quality, and returns while managing a **\$40M+ operating budget** and driving workforce planning, performance management, and leadership development.
- Designed and executed cost-reduction initiatives that generated **\$6.1M+** in savings through labor optimization and improvements, including layout redesigns, labor management tools, and network productivity initiatives.

ESSILORLUXOTTICA | FGX INTERNATIONAL, Providence, RI

4 Years

Distribution and 3PL Operations Manager | *September 2019 – March 2021*

- Reported to the COO and EVP of Supply Chain; led all North America distribution and 3PL operations across **1** U.S. DC, **3** U.S. 3PLs, and **2** Canadian 3PL partners while leading a **10-person** Rhode Island DC leadership team supporting the shipment of **150M+** units annually across **200+** major retailers and eCommerce channels.
- Managed a **\$31M+ North America operations budget** and led cost-mitigation and operational improvement initiatives across labor, technology, and process optimization, generating **\$7M+** in cumulative savings while supporting global sustainability reporting and tracking across North America, South America, Europe, and Asia.
- Directed a cross-functional transition of **\$90M+** in revenue to a Canadian 3PL to avoid tariffs, driving **\$3.3M** in cost mitigation and strengthening the regional distribution network.

Global Project Leader (Americas, EMEA, and APAC) | *March 2020 – March 2021*

- Selected for EssilorLuxottica's COMET Global Leadership Program (**30 selected from 180,000 employees**) while **concurrently serving as Distribution & 3PL Operations Manager**, leading a global team of **five senior leaders** to redesign the company's post-COVID operating model, driving approximately **\$40M** in annual operating expense reductions through workforce and facility optimization.
- Oversaw **7 global pilot programs** across Americas, EMEA, and APAC; presented the strategic direction, resourcing plan, and implementation roadmap to executive leadership, driving enterprise-wide rollout and adoption.

Six Sigma Process Improvement Analyst and Project Manager | *May 2017 – September 2019*

- Scoped, piloted, and led the cross-functional rollout of a labor management system that improved productivity by **30%** and reduced labor costs by **\$1.4M** while enabling real-time labor performance visibility.
- Led continuous improvement initiatives in the distribution center through layout redesign, technology enablement, and process optimization while partnering cross-functionally with Finance, Supply Chain, and IT.

UNIVERSITY OF RHODE ISLAND COLLEGE OF BUSINESS, Kingston, RI

2 Years

Lecturer: Lean Six Sigma, Operations, and Supply Chain Management | *January 2018 – January 2020*

- Lectured in Lean Six Sigma, Operations, and Supply Chain Management to undergraduate and professional students while mentoring them through the Six Sigma Yellow Belt and Green Belt coursework & certification process.

CERTIFICATIONS & LEADERSHIP TRAINING

- Lean Six Sigma Black Belt (CSSBB)** – University of Rhode Island
- EssilorLuxottica Leadership Program** – Emerging Young Talent Leadership Development Program 2020–2021

EDUCATION

- Master of Business Administration (MBA)**, Global Supply Chain Management — Bryant University
- Bachelor of Science (BS)**, Applied Economics, Business, and Sociology — University of Rhode Island

BOARD SERVICE

THE TOMORROW FUND, Providence, RI

January 2026 – Present

Board Member, Board of Directors