

# Nicole Shorter

Distribution, Operations, Supply Chain  
Management and Warehouse Management

18821 Munn Road  
Auburn Twp, OH 44023

440-279-7573

nshorter84@gmail.com

## Deliverables

I have become an asset at growing segments of businesses. I have provided cost savings, growth for customers, KPI's and more. My projects on average save the company \$250-500k, I reduce lost revenue by 3.2% on average and provide accuracy at 99.9%.

## EDUCATION

Southern New Hampshire  
University, Manchester, NH

2018 – Graduated 2022  
Southern New Hampshire  
University

BS. Operations Management  
with concentration in Logistics  
and Transportation, Summa  
Cum Laude

Currently Enrolled  
Southern New Hampshire  
University

Graduate Program in Project  
Management with a  
concentration in Operations  
Management

## EXPERIENCE

### **2018 – Current – ITW Global Tire Repair**

Currently I am responsible for the team of material handlers for our retail distribution. Our warehouse is responsible for approximately \$1.25-\$1.5M monthly outgoing sales. I am responsible for all workflow to ensure OTD and our KPI's are met. I manage all domestic and international shipments. I am Hazmat Certified for Air, Ocean and DOT shipments. I have established our logistic LTL contracts with our current carriers. Another aspect that I am responsible for within the warehouse includes receiving, and inventory. We have developed a program that I maintain and manage that has eliminated our yearly audits and our warehouse maintains a 99.9% Inventory Accuracy. I do all process implementation, new system implementation, managing all customer expectations and anything else needed.

I previously managed the team that handles all receiving and inventory of our distribution department and OEM department, both live and consignment product. In addition to managing our FIFO and inventory process. I was part of the management team to have implemented our inventory program at the Solon facility for finished goods and have assisted with raw material.

I have established ISO documents with processes for a multitude of workflows. Examples of those workflows are receiving processes, picking processes, packing processes (for both OEM and Retail distribution) as well as shipping process workflow. I am also responsible to writing and updating all internal platforms for all controlled documents within my departments.

Current Wins within this position include, \$500k annual savings program for the integration of Amazon under self-management, process improvement and eliminated all Vendor Chargebacks. In 2023 we are looking at a savings of \$1.2M. Continuing to reduce the inventory overhead and implementing a cycle count program to exempt us from full physical shut down/counts. I am currently a dedicated leader in our safety initiative, including having monthly safety meetings, and assisting our safety division with new processes and their implementation. This includes managing all near misses for our team through our facility as well.

### **2017 – 2018 – Best Buy Distribution Center**

I was responsible for daily operations within the distribution center that serviced 4 cross docks, 95 stores, as well as all home deliveries for the Cleveland/Akron area. I managed a team of 20-50 employees.

### **2011 – 2017 – Automated Packaging**

I was responsible for all shipping, inventory of stocked items and receiving. I managed a team of 6 team members and worked very closely with production. There were also significant wins with our inventory program, that helped us eliminate many violations and become exempt from full physical.

## KEY SKILLS

ERP

WMS

Process Improvement

Project Leadership

Hazmat Endorsement

ISO

Lean Certified - 2016

5S

Microsoft Applications

ISO 90001

ISO14001

Management

Employee Growth

Transportation

Logistics Management

Inventory Control

Organizations

National Society of

Leaders

2018-Current

## Communication

Communication plays a key role when dealing with internal and external customers. Over the years I have learned that developing a working relationship with both is imperative to not only the business but their satisfaction with the company as a whole. Thorough communication and delivering on important tasks build's trust and respect.

## LEADERSHIP

Leadership is not only a position but an attitude. This is done by working with your employees. I am a manager that leads by example and takes time to develop not only my employees but the relationship that I have with them. Within my last key management roles, I have had several employee's promoted into leadership roles and directed other employee's into roles that helped them excel. It is key to manage the person not the job.

## REFERENCES

[Available upon request.]