

JOHN C. BIGGERS

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DISTRIBUTION / WAREHOUSE / OPERATIONS LEADERSHIP

Cross-Dock (3PL) / Distribution Center / Logistics / Industrial

Food and Beverage / Electronics / Home Décor / Healthcare

WMS SOFTWARE

Manhattan (SCALE) / Red Prairie (JDA) / OMS / FMS / RETEK / AS400

Over twenty-five years experience in warehouse & distribution leadership, providing visionary and performance-focused engagement; characterized as a versatile leader; skilled in driving initiatives to build organizational infrastructure and an inclusive culture; while collaborating with business strategies to deliver measurable results.

AREAS OF EXPERTISE

- Performance Focused Leadership
- Behavioral Leadership (PI)
- P&L / Capacity Planning
- Inventory & Quality Control
- WMS Instruction / Implementation
- Recruitment, Retention, LMS
- Human Resources Engagement
- Team Building / Coaching

KEY CAREER ACCOMPLISHMENTS

Piedmont Defense (Western, NC.)

01/2014 – Present

Managing Director (Instructor)

- Develops professional safety training within NRA, USCCA and NCJA standards for the safe handling, operation and defensive use of personal firearms and the laws governing self-defense.
- Consultation services provided for on-line receipt, product delivery and the proper administration of all government forms & regulations as described and dictated by the Bureau of Alcohol, Tobacco, Firearms and Explosives.
- Administers on-site safety training for laws governing concealed firearms use and North Carolina concealed carry permit as outlined by NCJA standards and range qualifications. Administers on-site corporate active shooter training.
- Certified instructor for the NRA (National Rifle Association), USCCA (United States Concealed Carry Association), and NCJA (North Carolina Justice Academy). Federally licensed firearms manufacturer.

Langham Logistics (Greenworks Tools) (Morganton, NC.)

02/2018 – 01/2021

Distribution/Warehouse Manager

- Provided recruitment, management and team leadership for supervisors, client full-time and temporary team members along with systems support (Manhattan Scale and proprietary portals), training, and SOP development for client's 500,000 sq. ft. US centralized distribution center.
- Professionally recruited, developed and provided direction to the operations supervisory team. The team included receiving of inbound shipments, data entry and storage of 700+ containers and truck loads annually. Quality control through spot inspections and a 100% shipment audit resulting in a 99.2% order quality/accuracy rating. Inventory control through daily cycle counts and monthly building counts, which have resulted in a 99.31% bin accuracy. The shipment of all outbound orders to include an average of 300 monthly freight loads (TL & LTL) and 25,000+ monthly e-commerce orders with an increase of 50%+ in volumes during peak periods (April thru August).
- Developed a strategic capacity plan utilizing both collected historical and forecast data to determine labor requirements and equipment needs for budget planning and swings in demand. This process led to staff talent optimization, drove more outcomes that were predictable, and improved business results.
- Selected & successfully completed the nine-month ADVISA Leadership Academy using action-oriented learning to focus on key skills for leaders. The program emphasized that business results are related to leaders' effectiveness and how well they form relationships with others, and that self-awareness and self-management are central to connecting with others to achieve results.
- Completed seamless transition of operations from the provided 3PL services to the clients established leadership team. Provided required SOPs, standard processes, and operational procedures for labor, warehouse and business strategies.

RSI Home Products, Inc. (AWM) (Lincolnton, NC.)**09/2016 – 02/2018*****Distribution Center Manager***

- Developed opportunity solutions by describing requirements using best practices obtained through years of experience; studying system capabilities; analyzing alternative solutions; reviewing SOP's, policies, and key observations in operations and talent performance.
- Implemented, trained, & utilized standard automated "Pick to Light" system utilizing conveyors & vacuum lifts in picking vendor bathroom vanities & fixtures for multiple picking cells.
- Improved quality service by establishing and enforcing quality standards for vendor shipments which resulted in a 20% improvement in vendor quality receipt reporting.
- Maintained professional and technical knowledge by attending educational workshops, establishing continuous improvement plans utilizing lean methodologies to include 5S and Kaizen events.
- Utilized connections & team building skills to assemble a highly functional team to accomplish business results and meet organizational goals as required.

Piedmont Healthcare (Atlanta, GA.)**08/2014 – 03/2016*****Manager Distribution & Logistics***

- Initiated safety protocols, SOP's, and improvements around DC lift operations to include battery maintenance, safety signage, and housekeeping to reduce accidents and maintenance costs based on P&L repair/maintenance/safety expenses and utilizing OSHA standards and training.
- Led implementation of labor management program, through data collection/reporting utilizing People Soft software systems, observations, employee input, graphing/posting, & accountability, which resulted in an increase in production of 20% since implementation.
- Founding member of "Leader as Coach" a FranklinCovey leadership program designed to mentor and develop front-line leaders to better perform in their current roles as leaders, as well as, coach and develop their direct reports to better the individual and organization.

MSC Industrial Supply (Mableton, GA.)**02/2014 – 08/2014*****Shift Manager (CFC Leadership)***

- Manage the daily CFC inbound operational requirements for 850,000 sq. ft. pick & pack facility utilizing current AS400 WMS system as labor, functional, business, and customer service opportunities dictate.
- Utilized both fully automated directed put-away, utilizing conveyors and "Put to Light" as well as bulk bins, bulk storage for over 100,000 SKUs from fasteners to industrial equipment.
- Led by utilizing developed skills sets and experiences to build, coach, and develop highly functioning teams that deliver superior on time and accurate results.

Best Buy Logistics (Suwanee, GA.)**11/2006 – 01/2014*****DDC Manager***

- Led annual PEAK season expansion with a minimum of 60,000 sq. ft. of additional warehouse capacity, preparations, and daily review of inbound/outbound needs for multiple DDC locations.
- Optimized cost of warehouse operations for 115 Southeast region retail stores through controllable P&L line expenses and employee development to improve overall UPH (unit per hour) by 15% over a two-year period.
- Led yearly physical inventory for Sarbanes Oxley compliance and was under budget for the most recent three years increasingly better each cycle by at least 10% each year.
- Designated leader to provide on-site leadership development and support for direct distribution centers nationwide by identifying solutions to increase productivity and safety.

PROFESSIONAL CERTIFICATIONS

- National Society for Leadership & Success – Inducted Member  2022
- Aubrey Daniels - Performance Management
- FranklinCovey – Leadership, Continuous Improvement, Development
- OSHA 10-Hour Safety Course, Vesco Equipment, Train the Trainer Certified
- Dale Carnegie Supervisor and Leadership Training
- ADVISA Leadership Academy – Team Building, Connections, Networking
- Currie Associates Inc. (Dangerous Goods Awareness Training, Haz-Mat shipping)

EDUCATION

Bachelor Degree: BS Ops Mgmt. - Logistics & Transport, SNHU, Manchester, NH.

Associate Degree: Business Administration, Hillsborough Community College, Tampa, FL.