

JULIO C. SANTANA

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PROFESSIONAL SUMMARY

Results-driven Logistics and Operations Leader with 20+ years of experience across regulated medical technology and manufacturing environments. Proven ability to optimize inventory control, improve fulfillment accuracy, and strengthen operational compliance through disciplined execution and continuous improvement. Recognized for strong stakeholder support, rapid issue resolution, and leadership during transitions. Experienced with ERP/WMS platforms, including Oracle, Optimize, Move Medical, and SAP. Bilingual in English and Spanish. Currently pursuing a B.S. in Operations Management and Logistics at Southern New Hampshire University (expected April 2026).

CORE COMPETENCIES

- Inventory Management, Replenishment & Cycle Integrity
- Orthopedic Loaner Fulfillment (Implants & Instrument Sets)
- Receiving, Put-Away, Picking, Packing & Shipping
- ERP/WMS: Oracle, Optimize, Move Medical, SAP
- SOP / Work Instruction Compliance; Audit Readiness
- Regulatory & Quality Systems: GMP, FDA, GDP (FAA exposure in prior role)
- Cross-Functional Coordination & Stakeholder Support
- Process Improvement (Lean / 5S / 5 Whys)
- Workforce Scheduling, Payroll & Team Leadership
- Microsoft Excel, Word, Outlook
- On-Call / Emergency Logistics Support
- Bilingual: English & Spanish

PROFESSIONAL EXPERIENCE

Logistics Specialist | One Medtech East Distributor (DePuy Synthes, Johnson & Johnson) | South Hackensack, NJ

Feb 2026 – Present

- Execute inventory management, receiving, order picking, shipping, and housekeeping activities aligned to defined processes with a focus on safety, quality, and SOP/work-instruction compliance.

- Support orthopedic loaner fulfillment operations, ensuring implants and instrument sets are accurate, complete, and available to meet procedure timelines.
- Operate WMS/ERP systems (Optimize and SAP) to process transactions, including scanning, transfers, check-in/check-out, put-away, and traceability documentation.
- Manage implant inventory, including replenishments, national loaners, returns, and expired goods, to maintain stock integrity and readiness.
- Perform check-in and put-away for orthopedic products: scan inventory, complete transfers, sort mixed sets, and order replacement parts as required.
- Verify instrument sets for completeness; identify missing components and order replacements to restore configuration and readiness.
- Assemble and stage new instrument sets; support kitting activities to maintain deployment readiness.
- Receive loose finished goods and place them into stock or match items to appropriate sets to ensure correct configurations.
- Complete outbound shipping activities: forward/issue sets, assemble packing lists, complete shipping manifests, and communicate incomplete-set issues to Customer Service for resolution.
- Coordinate with internal departments on product disposition, inventory discrepancies, and potential quality concerns to support timely corrective action.
- Lead planning and coordination for implants, instruments, and transportation aligned to scheduled demand.
- Participate in an on-call rotation to support urgent requests outside standard business hours.

Support Site Lead | DePuy Synthes, Johnson & Johnson Company | Englewood Cliffs, NJ

Dec 2022 – Jan 2026

- Appointed Interim Site Lead to ensure continuity of warehouse operations, training completion, and stakeholder support during a leadership transition.
- Ensured case readiness 48+ hours before scheduled procedures; managed escalations to prevent delays and maintain service levels.
- Responded to Sales Consultant requests within 10 minutes during business hours; coordinated solutions across internal teams.
- Managed logistics-related expenses using corporate credit cards in compliance with policy and internal controls.

- Enforced SOP adherence and monthly mandatory training completion to maintain audit readiness and compliance.
- Provided after-hours and weekend support for urgent surgical needs, coordinating time-critical shipments when required.

Quality Technician II | Sigmund Cohn Corp. | Mount Vernon, NY

Mar 2021 – Sept 2022

- Conducted inspections throughout production stages to ensure compliance with GMP requirements and applicable quality standards.
- Maintained calibration readiness of quality equipment and ensured accurate inspection/test documentation.
- Created RMA incident reports to support traceability, compliance, and quality investigations.

Area Supervisor | Manhattan Parking Group | Manhattan, NY

Feb 2019 – Mar 2021

- Supervised multi-site operations, managing staffing, scheduling, and payroll for 120+ attendants.
- Resolved customer escalations and managed damage claims while maintaining service quality standards.
- Conducted facility inspections and implemented operational improvements to increase efficiency and consistency.

Assistant Manager | SP Plus Parking | Times Square, NY

Jul 2012 – Feb 2019

- Managed staff supervision, training, scheduling support, payroll coordination, and customer service operations.
- Oversaw facility maintenance, revenue tracking, and operational reporting.
- Enforced cash control procedures and supported internal audits to reduce financial risk.

Quality Assurance Inspector / Production Associate | Stryker Corp. | Mahwah, NJ

Jan 2000 – Jul 2012

- Performed quality inspections on orthopedic implants and instruments using precision tools (calipers, micrometers, height gauges, comparators).
- Supported GMP compliance activities, calibration discipline, and finishing verification processes.
- Contributed to continuous improvement initiatives to strengthen quality outcomes and workflow efficiency.

EDUCATION

Southern New Hampshire University — B.S. Operations Management & Logistics/Transportation (In Progress)

Expected April 2026

John F. Kennedy High School — High School Diploma *1999*

CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

- Lean Principles (5S, 5 W's) Applied at Stryker