

AMANDA WORTHY

*Operations Manager/
Project Management*

📍 Atlanta, GA

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Credentials

**2014-2018 - Bachelor of Science -
Business Management/ Marketing**

Virginia State University

In Progress-

Change Management Certification

CAPM

Educational Affiliations

Member of Sigma Gamma Rho Sorority Incorporated.

Treasury of the VSU NAACP Committee

Prep Automation Project

Project Manager

Led cross functional team and outsourced vendors to transform a completely manual process into a 90% automated process that increased production by 120% for a 12% ROI per month

Affordable Housing Initiative

Project Manager

Served as a project manager for a cross functional team to develop scope of work, project plan, and reporting strategies for a two phase Housing Development Project in Richmond, Virginia to remodel 72 townhomes for low-income families. Thirty-six of the seventy-two townhomes were rehabilitated during my tenure.

Marketing/Program Analyst

Internship

Program Manager

Developed a marketing and organizational plan to increase gross profit of the Business Department's clothing store from previous years (\$2,500) to \$3,200 during my tenure. Implemented SAP software to track transactions and manage inventory.

Cubic Space Expansion Project

Real Estate Utilization Project

Project Lead

Collaborated with building architects to identify underutilized real estate in the warehouse. The square footage was used to drive cost down and increase Facility processing. This reduced building costs by \$90,000 per month.

Shift Improvement Plan

Interim Operations Manager

Took the initiative to change shifts to

Professional Summary

Innovative and forward-thinking data driven experienced Project Manager and Operations Manager. Professional achievements include development of operational plans, planning and reporting strategies, creating project management plans, streamlining processes, research corporate strategy, and managing staff and change management. Reorganized data infrastructure for processes at a top e-commerce company

Program/Project Management - Presentation & Communication - Solution Oriented

Business Analysis & Optimization - Process Re-engineering - Financial Management

Strategic Communication - Key Performance Metrics -Variance and Risk Analysis, P&L

Trend Forecasting & Planning - Inventory & Control - Team Building

Technical Proficiency :

Advanced: MS Word, MS Access; Excel, VBA and Macros, PowerPoint ,Microsoft Project

Novice/Intermediate: SAP, HTML, PQM, Java, SQL, Lean Six Sigma; Python; Power BI; AS/400

Work History

03/2021

Replenishment Area Manager

Walmart eCommerce

- Serve as the POC for replenishment and reserved inventory operations
- Analyze and evaluate Replenishment process and identify bottle necks in process to improve quality metrics
- Create staffing plans to meet shift goals
- Create and develop strategies for improved data visualization of production
- Identify data trends and create visualization using VLookups, Macros and other excel resources.
- Manage 25-50 ground level associates
- Propose project initiatives to optimize quality using Lean Six Sigma strategies to ensure on time fulfillment metrics.

2020 - 2021

Inbound Project Manager

Amazon.com

- Served as the Project Manager for all Inbound process improvement initiatives and projects to improve ecommerce production
- Evaluated risk level and anticipated ROI of each initiative
- Led large scale PMO to standardize the execution of full project life cycles utilizing Agile methodologies
- Led cross functional teams to ensure project management, budget, compliance and execution
- Worked with in house and outsourced team members to develop project plans and reporting strategies including dashboards and scorecards
- Led change management teams to implement effective ecommerce change strategies in adherence to completed innovative project initiatives
- Created and operational and staffing plans to effectively meet project goals, KPIs and deadlines
- Acted as an escalation point for changes or disputes within a project
- Partnered with procurement team and vendors for accurate invoicing and ensure highest quality resources are provided
- Partnered with Regional management for required approvals
- Partnered with onsite Regional Safety Team for OSHA compliance in all innovation initiatives.

2019 - 2021

Area Manager II

Amazon.com

- Directly and indirectly escalate to ecommerce vendors to improve inbound processing
- Programmed macros to effectively mine data to make decisions
- Managed and initiated staffing plans, process change initiatives and other six sigma initiatives to enable a forward thinking operation
- Created plans based on data, trends, and resources to exceed goals
- Brainstormed and developed innovative ideas to improve processes
- Planned for uncertainty or unforeseen issues and quickly adapt to changing environments
- Followed guidelines to ensure OSHA compliance and associate safety
- Led, managed and developed a team of 50-200 associates
- Effectively delegated responsibilities to ensure all shift goals were met

lead of an underperforming shift to improve performance. Over 8 weeks, the shift improved from 4/4 ranking to 1/4 ranking. Processed volume increased by 15% week over week and 35% month over month.

2019 - 2019

Junior Project Manager

Canterbury Enterprises

- Was responsible for supporting all assigned projects from the initial stages through to completion
- Ensured adherence to Project Contract Agreement
- Ensured smooth transition of awarded projects without supervision
- Used Microsoft Project to ensure project schedules and timelines were adhered to
- Ensured quality and timely submission of all project submittals, deliverables and documentation
- Prepared drafts for clients, subcontractors and consultants
- Participated in field visits and attended meetings to ensure accuracy and efficiency of project schedule
- Created project schedules via Microsoft Project
- Assisted with timely follow up on all submitted invoices through to completion of collection process

01-2019 -
11-2019

Operations Supervisor

Staples

- Managed 10-20 associates
- Analyzed data trends to increase store sales by 5% week over week
- Decreased store turnover rate from previous years 40% to 20% by transforming the site culture by implementing engagement activities, rewards programs and achievement acknowledgement programs.
- Analyzed and applied data to drive sales and meet daily, weekly and quarterly selling and operational goals.
- Evaluated documentation such as invoices and shipping paperwork for accuracy and compliance.

2017 - 2019

Assistant Store Manager

Bath & Body Works

- Led hiring process
- Provided individual and team performance feedback and recommendations to managers
- Coached and rewarded in the moment to maximize selling potential of associates
- Assisted in meeting payroll targets by ensuring appropriate sales floor coverage
- Set the direction and goals for the day/shift when associates arrived for work
- Performed opening and closing routines including execution of bank deposits, receipt of shipment
- Monitored sales and tracked daily trends to meet selling and company goals
- Developed and built talent within new hires and current associates