

TONY C. BERNARD

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OPERATIONS LEADERSHIP OVERVIEW

FLEET MANAGEMENT * LOGISTICS SERVICES * CLIENT RELATIONS * PRODUCTION

Successful Operations Manager with extensive fleet, inventory, logistics, production and warehouse management experience. Path to success has been through strategic focus on efficiencies related to operations and continual evolution of personal leadership and financial / statistical analysis skills. Track record includes technology implementations, use of best practice processes, implementation of quality initiatives, improvements in training effectiveness, and on-time delivery efficiency improvements. Offer a history of strategic / tactical planning to guide improvements in operations to become a benchmark for comparison, innovation related to capacity planning, production enhancement, fleet maintenance and service solutions.

CORE COMPETENCIES

- | | |
|---|--------------------------------------|
| - Operations Infrastructure Development | - Logistics Planning/Management |
| - Fleet & Facility Maintenance | - Time Studies & Process Enhancement |
| - Productivity Enhancement | - Labor Control |
| - Key Employee Development/Retention | - Continuous Quality Improvement |

PROFESSIONAL EXPERIENCE

ASI / GENERAL ELECTRIC, Memphis, TN 1/20 - Present
Call Center Manager Position represented a culmination of leadership skill-building and comprehensive understanding of ASI's competitive approach; have been successful in integrating these principals into the operating culture of the call center. Provide leadership, solutions, strategies, consulting, and training to a 125+ employees. Combine operations management, marketing, and customer relations building skills to drive customer service efficiency and productivity.

- Participate in management strategy meetings, used vision and long-range planning skills to create forecasts, develop new programs, expand business infrastructure and build teams.
- Responsibilities include ensuring call center client expectations regarding service level and quality standards are met and assisting supervisors with effective daily floor operations for CSR's.
- Provide on-the-job training for new hires and provided ongoing assistance and motivation to Customer Services Representatives.

INGRAM MICRO, Millington, TN 6/18 - 12/19
Operations Manager Developed and implemented management directives to guide operational growth, productivity, logistical efficiency, and personnel development for this global third party distribution services provider. Controlled all phases of inventory planning, warehousing, distribution, and documentation/inventory tracking control for over 850,000 sq. ft. of warehouse space within 3 separate warehouse facilities. Utilized effective logistical planning, leadership, and motivational skills to direct and control all global and domestic inbound and outbound operations. Guide the continued growth of receiving, shipping, and reverse logistics operations.

- Utilized client relations, communication, and consulting skills to develop a rapport with clients, assess their needs, and provide them with service that best suits their distribution/warehousing needs, wants, and budget.
- Determined best method of transportation (in terms of cost and delivery time); calculate shipment price by the metric system; and negotiate freight rates with carriers (ocean, intermodal, TL, LTL, etc.).
- Analyzed and logged all purchase orders commensurate to existing stock availability to reduce shortages and shipping costs.
- Ensured that the facilities are in compliance with OSHA, DOT, FDA, EPA, and other federal regulations.
- Reviewed operations, isolated operational inefficiencies, restructured teams, and improved overall production and team morale; coordinate set-up and operation of new export accounts.
- Improved overall productivity by 25%; maintained inventory integrity to 99%.

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(Resume Continued)

PRAIRIE FARMS DAIRY, Memphis, TN 1/17 - 3/18

Operations Supervisor Controlled all phases of inventory planning and management, equipment ordering, warehousing, distribution, and documentation/inventory tracking control for this third party logistics company. Developed and implemented management directives to empower the team, Shipping & Receiving Managers and 80+ subordinates. Evaluated the effectiveness of and recommended alternatives for work methods, procedures, controls, and staffing to achieve accurate and timely flow of product delivery within this 500,000 sq. ft. warehouse facility.

- Directed all managerial functions at the Memphis Distribution Center:
 - Budgets
 - Employee Development
 - Contract Negotiations
 - Corporate Consulting/Reporting
 - Inventory Management
 - Building & Equipment Maintenance
 - Safety Programs
 - Facility Profitability
- Monitored and enhanced individual performance through clearly defined expectations, training, coaching and counseling to required results. Assessed talent of process managers and provided feedback for career planning goals and development plans.

WILLIAM SONOMA, Memphis, TN 10/12 - 1/15

Operations Supervisor Used effective management and leadership skills to coordinate national/international logistics, inventory management, and client service for this William Sonoma Regional Distribution Center. Directed day-to-day operations, related fleet operations, and oversee all aspects of business administration. Developed/implemented improved warehouse procedures and operations, as well as warehouse layout, to increase overall operational efficiency and productivity.

- Reviewed the effectiveness on in-place procedures and continually search for improved methods for evolving continuity of quality and improving productivity; resulting in improved loading accuracy and on-time delivery.

EMPIRE EXPRESS TRUCKING, Memphis, TN 6/10 - 9/12

Fleet Manager Recruited to provide executive level leadership, control, and orchestration of total fleet operations for this transportation provider with a fleet of 125+ vehicles. Develop and implement management directives to guide operational efficiency and personnel development for fleet mechanics and technicians. Responsible for maintaining state and federal required documentation.

- Maintained a particular emphasis on vehicle maintenance management, cost reduction, fleet safety management, and employee training/development.

FEDEX, Memphis, TN 5/88 - 6/10

Senior Manager - Supply Chain Logistics (5/93-6/10) Used effective planning, organization, management, team development and communication skills in building the Air Operation Division to achieve peak performance in terms of total air fleet inventory control and distribution of aircraft parts (\$700MM) internationally. Organized and led peer meetings to get Operational Supervisors involved in the development, interpretation, and implementation of refined/evolved procedures and practices that are necessary to support FedEx Air Fleet and/or prevent recurring problems.

Senior Manager - Ramp Operations (8/90-5/93)

Manager - Import / Export Trace and Claims Department (5/88-8/90)

EDUCATION

UNIVERSITY OF PHOENIX, Memphis, TN

M.B.A. Human Resources *forthcoming 2018*

B.S. Psychology 5/10

- *Software/Hardware:* WMS, Windows XL, Microsoft Office Professional, MS Excel, & MS Access.
- Familiar with OSHA, EEOC, DOT, EPA, HAZMAT, SAP, ISO 9000, and other regulatory & performance guidelines.
- *Accomplishments :* CEO Five Star Award, FedEx, 2005 & 2008
Circle of Excellence Award, FedEx, 2005.