

Kecia Miller

Houston, TX | 270-363-5677 | Whoshouse32@gmail.com | www.linkedin.com/in/kecia-miller-a127a452/

WAREHOUSE MANAGER | SAFETY SUPERVISOR | DRIVER TRAINER

Senior-level Warehouse Manager and Safety Supervisor pursuing a Bachelor of Arts in Operations Management with 15+ years of leadership experience in the transportation, freight, and Shipping & Receiving industries. OSHA-Certified Driver Trainer and CDL-Licensed Lean Six Sigma Professional with stellar communication skills specializing in logistics, inventory control, customer service, supply chain, order picking, SAP, loading, and forklift operations. Demonstrated outstanding leadership by **hiring, training, and supervising 200+ staff** at multiple companies while streamlining successful operations.

CORE SKILLS & COMPETENCIES

Hire, Train & Supervise Staff | Assignment Evaluation | Coaching & Mentoring | Safety Trainer
CDL Driver | Hazmat | Microsoft Office - Excel, PowerPoint | Forklift Operation | Tractor-Trailer Operation
Lean Six Sigma | Written & Verbal Communication | Inventory Control | Logistics | Teaching | Customer Service
Employee Orientation | Delivery Driver Operation | Box Trucks | Load & Unload | Quality Inspection | Freight
Supply Chain | Order Picking | SAP | Time Management | Warehouse Management | Analysis | Fleet Management
Motivational Team Leadership | Relationship Building | Creative Thinking | Complex Problem Solving

CAREER HIGHLIGHTS

- ✓ **Cut safety accidents over 50%** by performing daily pre-trip and safety inspections on \$200k in equipment.
 - ✓ **Saved \$80k/year** by eliminating late shipments and preventing unplanned overtime to exceed daily measurables.
 - ✓ Met 100% of requirements for \$6-figure annual budget by compiling weekly forecasting and planning meetings.
 - ✓ **Completed 200+ performance reviews** and prepared development and objective plans for individual employees.
 - ✓ Trained and provided assistance to 100+ employees in use of personal protective equipment and communicated safety requirements for various phases, promoting a safe and clean work environment with zero accidents.
-

PROFESSIONAL EXPERIENCE

FedEx Ground Contractor (June 2016-Present)

DRIVER TRAINER & SAFETY SUPERVISOR – Houston, TX

- Streamline management for Log device management system and mobile dispatch software used by 200+ staff.
- **Led training classes and supervised 60 drivers** – Finalized driver and equipment scheduling for daily deliveries.
- Liaison between management and drivers to ensure company Department of Transportation (DOT) compliance.
- Made a series of drastic improvements by initiating team briefings for drivers to discuss key performance targets.
- **Achieved maximum productivity after a 10% spike** as a result of keeping track of driver hours and miles.
- Increased paperwork completion speeds over 20% by investigating 30+ collisions and passenger injuries to date.
- Track driver behavior, task, timekeeping, and attendance while overseeing scheduling for daily driver activities.
- Coached and made disciplinary action reports of drivers, responsibilities of federal Motor Carrier Safety Administration (FMSCA), Drug and Alcohol Clearinghouse compliance, and new driver orientation.

FedEx Freight (January 2015-May 2016)

ROAD DRIVER – Memphis, TN

- Successfully operated tractor trailer combination including doubles and triples as well as straight truck.
- **Secured \$400k worth of daily freight** inside trailers using a variety of different tools, methods, and supplies.
- Recorded zero preventable incidents by complying with hazardous material regulations and procedures.
- Partnered with dispatch while following all instructions including delays, arrivals and equipment problems.
- **Verified and completed 125+ monthly documentation and reports** meeting all DOT regulatory requirements.
- Earned a Class A commercial driver's license with double/triple hazardous material with tanker endorsement.
- Met acceptable motor vehicle record based on hiring standards – Hooked and unhooked 150+ trailers monthly.

Medical Action Industries (August 2004-January 2013)

SHIPPING SUPERVISOR – Gallaway, TN

- Directed a full spectrum of daily activities to ensure safe, secure, clean, and fair workplace for 150+ associates.
 - **Orchestrated orientation training for 40+ new hires** while assessing training needs and provided additional training when needed including teaching classes for forklift operation, OSHA Certifications and First Response.
 - **Lessened turnover 15%** by conducting daily turnover meetings and developed daily work plans for entire staff.
 - Coordinated a multitude of task including order reviews, ensuring adherence to customer P.O. requirements, certifications, special loading patterns, product identifications, communications, and maintenance of tools.
 - **Facilitated 15+ annual SAP classes** for Operation and Time Management to help staff operate at full potential.
 - Preserved product by handling with special storage requirements such as light and cold or heat sensitivity.
 - Maximized quality by adhering to internal protocols and enforcing FIFO on product subject to expiration dates.
 - Led Quality on incoming inspection of raw materials for manufacturing and finished goods for distribution.
 - Enforced standards to direct reports to maintain GMPs and contributed to corrective action teams through CAPA.
-

EDUCATION

Bachelor of Arts, Operations Management

University of Phoenix – Phoenix, AZ – Expected Completion June 2022

The National Society of Leadership & Success Member

Associate of Arts, Criminal Justice

Dyersburg State Community College – Dyersburg, TN – May 1992

CERTIFICATIONS & LICENSES

CDL Class A & B | CPR/AED | OSHA 10 | Confined Spaces