



# Leanne Lennox, Amazon Area Manager

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## DETAILS

PLACE OF BIRTH

San Antonio

DRIVING LICENSE

Full

## LINKS

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## SKILLS

[Project-based Logistics](#)

[Process Improvement](#)

[Vendor Management](#)

[Supply Chain Solutions](#)

[Lean Management](#)

## HOBBIES

Swimming, Painting,  
Drama

## LANGUAGES

[Dutch; Flemish](#)

[Spanish; Castilian](#)

[Finnish](#)

## PROFILE

*Passionate, Cornell University Certified Sales Manager, seeking an Amazon Area Manager position with Capital Heartb. Past management experience includes leading the customer outreach team at Hubert Shoe and on-boarding four employees at Trent Landscaping. As volunteer recruiter for local Habitat for Humanity chapter, increased recruitment 34%.*

## EMPLOYMENT HISTORY

### Area Manager , Amazon

Jan 2018 — Jul 2021, Menlo Park

*Responsible for the management of up to 350 permanent and seasonal employees during high volume peak times to routinely maximize productivity, safety, and quality goals in multiple departments.*

- Leader and participant in several Kaizen events that resulted in a reduction in safety incidents and savings of up to \$362,000 a year in both unload and pick operations.
- Developed a quality auditing program that decreased customer returns defects by 38%
- Launched customer returns and outbound operations (Pick, Pack, Ship) in a new fulfillment center. Participated in systems testing, process development, 5S employment, and associate training.
- Trained and mentored 21 team members into leadership positions.
- Developed and delivered several leadership developmental courses to all levels of management.

### Amazon Area Manager , Amazon Distribution Head Quarters

Jan 2012 — Nov 2017, New Port Richey

*Managed the performance of team members, including coaching, recognition, disciplinary action, and performance evaluations.*

- Conducted both individual and group meetings with area team members regularly to establish goals, review performance, and provide organized communications.
- Partnered with the Regional Manager to provide vision and leadership that resulted in exceptional performance of the area's team members and businesses.
- Developed and managed strategies to achieve goals.
- Conducted monthly store audits and utilized audits in performance management.
- Recruited, developed, and retained a high-performing, empowered team.
- Managed the unit's Operating and Capital budget.

## EDUCATION

### APICS, Tempe, AZ, CSCP, Certified Supply Chain Professional

Jul 2021 — Jul 2021

### Jefferson Community and Technical College, Associates Degree in Logistics Administration

Jan 2019 — Dec 2020, Chicago

## Course Curriculum

- Supply Chain Strategy
- Sales and Operations Planning
- Quality Management
- Project Management
- Leadership and Business Acumen
- Systems Capability and Technology
- Risk and Compliance

## COURSES

### **Certified in Production and Inventory Management (CPIM), APICS, Milwaukee**

Jul 2021 — Jul 2021

### **Lean Six Sigma Green Belt Certification, American Association for Quality (ASQ), Louisville,**

Jul 2020 — Aug 2020

## ACHIEVEMENTS

- Reorganized the warehouse inventory system making the process 52% less cumbersome than before.
- Implemented advanced quality control procedures resulting in a 82% decrease in product returns and complaints.
- Introduced a new space-saving technique eliminating the requirements of acquiring 33% more space for new products.
- Trained 61 warehouse workers over a period of 12 months, now deployed at 5 different warehouses within the state.
- Devised a zero-error method of automatically creating shipment paperwork, by connecting the database to the order picking systems.