

# LEANNE LENNOX

Amazon Area Manager

## DETAILS

### ADDRESS

1515 Pacific Ave  
Los Angeles, CA 90291  
United States

### PHONE

3868683442

### EMAIL

email@email.com

### PLACE OF BIRTH

San Antonio

### DRIVING LICENSE

Full

## LINKS

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## SKILLS

Project-based Logistics

Process Improvement

Vendor Management

## PROFILE

*Passionate, Cornell University Certified Sales Manager, seeking an Amazon Area Manager position with Capital Hearth. 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

Menlo Park

Jan 2018 — Jul 2021

*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

New Port Richey

Jan 2012 — Nov 2017

*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.

Supply Chain Solutions

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Lean Management

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## HOBBIES

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Swimming, Painting, Drama

## LANGUAGES

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Dutch; Flemish

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Spanish; Castilian

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Finnish

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- 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.
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## EDUCATION

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

Jul 2021 — Jul 2021

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

Chicago

Jan 2019 — Dec 2020

Course Curriculum

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

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### **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

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## ACHIEVEMENTS

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- 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.