



# Leanne Lennox

Amazon Area Manager

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## 01 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%.*

## 02 EMPLOYMENT HISTORY

Jan 2018 — Jul 2021

Menlo Park

### Area Manager at Amazon

*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.

Jan 2012 — Nov 2017

New Port Richey

### Amazon Area Manager at Amazon Distribution Head Quarters

*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.

### 03 EDUCATION

Jul 2021 — Jul 2021

#### APICS, Tempe, AZ

CSCP, Certified Supply Chain Professional

Jan 2019 — Dec 2020

Chicago

#### Jefferson Community and Technical College

Associates Degree in Logistics Administration

Course Curriculum

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

### 04 SKILLS

Project-based Logistics ●●●●●

Process Improvement ●●●●●

Vendor Management ●●●●●

Supply Chain Solutions ●●●●●

Lean Management ●●●●●

### 05 COURSES

Jul 2021 — Jul 2021

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

Jul 2020 — Aug 2020

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

### 06 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.

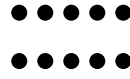
## 07 HOBBIES

Swimming, Painting, Drama

## 08 LANGUAGES

Dutch; Flemish

Spanish; Castilian



Finnish

