



# LEANNE LENNOX

Amazon Area Manager

email@email.com

3868683442

Place of birth: San Antonio    Driving license: Full  
1515 Pacific Ave, Los Angeles, CA 90291, United States

*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%.*

### Skills

- Project-based Logistics    — Process Improvement    — Vendor Management
- Supply Chain Solutions    — Lean Management

### Employment History

#### **Area Manager at Amazon, Menlo Park**

January 2018 – July 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.

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## Amazon Area Manager at Amazon Distribution Head Quarters, New Port Richey

January 2012 – November 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.
  - 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

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

July 2021 – July 2021

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

January 2019 – December 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

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

July 2021 – July 2021

**Lean Six Sigma Green Belt Certification, American Association for Quality (ASQ), Louisville,**July 2020 – August 2020

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**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.
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**Hobbies**Swimming, Painting, Drama

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**Languages**

— Dutch; Flemish

— Spanish;  
Castilian

— Finnish