

LEANNE LENNOX

Amazon Area Manager

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Place of birth *San Antonio* Driving license *Full*

LINKS

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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** 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** Jul 2021 — Jul 2021
CSCP, Certified Supply Chain Professional

❖ **Jefferson Community and Technical College** Jan 2019 — Dec 2020
Associates Degree in Logistics Administration 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

SKILLS

Project-based Logistics	<i>Expert</i>	Supply Chain Solutions	<i>Expert</i>
Process Improvement	<i>Expert</i>	Lean Management	<i>Expert</i>
Vendor Management	<i>Expert</i>		

COURSES

- ❖ **Certified in Production and Inventory Management (CPIM)** Jul 2021 — Jul 2021
APICS, Milwaukee

- ❖ **Lean Six Sigma Green Belt Certification** Jul 2020 — Aug 2020
American Association for Quality (ASQ), Louisville,

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.

HOBBIES

Swimming, Painting, Drama

LANGUAGES

Dutch; Flemish	<i>Native speaker</i>	Finnish	<i>Very good command</i>
Spanish; Castilian	<i>Native speaker</i>		