Caleb Winters

Columbus, OH · caleb.winters@example.com · (614) 555-0145 · linkedin.com/in/example-caleb-winters

My Key Qualifications

- **Manhattan WMS** used daily to monitor workflow and research order and inventory exceptions at a 3PL fulfillment site.
- Cut **dock-to-stock time from 14 hours to 10 hours** through a 5 Whys root cause review with receiving leads and an SOP handoff update.
- Advanced **Excel (pivot tables, XLOOKUP)**: built a daily KPI tracker that cut reporting prep time from 90 to 35 minutes per shift.
- Lowered weekly **inventory variance from 2.4% to 1.3%** by coordinating cycle count follow-up on high-variance pick locations.
- Built a **Power BI dashboard** analyzing package volume and staffing by shift, informing a change that cut customer wait time by 18 minutes.
- Bachelor's degree in **Operations Management** with coursework in Supply Chain Management, Inventory Management, and Business Analytics.

Experience

Operations Coordinator — **Radial**, third-party e-commerce fulfillment provider

Oct 2025 – Present · 1 yr 1 mo

- Built a daily Excel KPI tracker for outbound and inventory metrics using pivot tables, XLOOKUP, and standardized templates fed by WMS exports, cutting reporting prep time from 90 minutes to 35 minutes per shift
- Supported a dock-to-stock root cause review for inbound receiving delays, using 5 Whys with receiving leads and updating SOP handoff steps, reducing average dock-to-stock time from 14 hours to 10 hours
- Helped coordinate cycle count follow-up on high-variance pick locations, reviewing WMS discrepancies, prioritizing recounts, and escalating recurring location errors to site leadership, lowering weekly inventory variance in the targeted zone from 2.4% to 1.3%
- Track daily warehouse KPIs and maintain shift-level reporting for leadership
- Use Manhattan WMS to monitor workflow, research order and inventory exceptions, and coordinate issue follow-up with supervisors

Education

- **Ohio University** — Bachelor of Business Administration in Operations Management · 2021 – 2025 · Relevant coursework: Supply Chain Management, Operations Analysis, Business Analytics, Inventory Management

Sample resume made with Specific Resume · specificresume.com

Projects

- **Fulfillment Capacity Dashboard**
  Built a Power BI dashboard for a campus package center to analyze daily package volume, pickup timing, and staffing coverage by shift. Peak-window findings supported a staffing change that cut average customer wait time by 18 minutes.
  Tech: Power BI, Microsoft Excel, Microsoft PowerPoint
- **Retail Stock Accuracy Analysis**
  Analyzed cycle count and point-of-sale data for a local independent retailer to identify causes of inventory variance and recommend new count procedures. Recommendations improved count accuracy in a trial product category from 91% to 96%.
  Tech: Microsoft Excel, SAP, Pivot Tables

Skills

- **Warehouse Systems:** Manhattan WMS, Warehouse KPI Reporting
- **Analytics & Reporting:** Microsoft Excel, Power BI, Pivot Tables, XLOOKUP
- **Operations Methods:** Inventory Accuracy, Cycle Counts, Lean Problem Solving