

LIZA BERNELL

Detroit, MI 48201 | 313.554.2282 | LizaBernell@email.com | linkedin.com/in/lizabernell/

DIRECTOR – NORTH AMERICAN LOGISTICS

Six Sigma Green Belt | Certified Lean Production Leader | SAP Operations Frontrunner

International Logistics | Distribution | Change Management
Supply Chain Management | Contract Negotiation | Team Building

- ✓ **Award-Winning Operations Director.** A President's Club honoree and Chairman Award recipient with **12** years of operational leadership experience and a proven track record for achieving **30% product increases** across public and private organizations. Consistently update inefficient processes with automated **3PL / 4PL** solutions.
- ✓ **Global Logistics Advisor.** Hand-selected by Fortune **200** CEO to instruct two European facilities on **SAP warehouse management** configurations in addition to influencing and championing a Canadian facility move in three months without business interruption to streamline shipments.
- ✓ **High-Impact People Leader.** Develop high-performing teams cultivating long-term relationships and promotion across organizations. Specialize staff in cutting-edge technology with fast-growing, publicly-traded companies taking notice to recruit employees.

PROFESSIONAL EXPERIENCE

Maddox Corporation, Detroit, MI

2013 – Current

A global industry leader in IT distribution and customer care outsource services - ISO 2005 Certified Operation.

DIRECTOR OF OPERATIONS

7 Direct Reports | **\$9M** Operations Budget | **\$20M** Freight Budget | P&L | **3PL & 4PL** | **2020 Presidents Club Honoree**

Recruited for the position to build the Detroit facility from the ground-up, including configuration, hiring staff and management teams and developing service level agreements (SLA), key performance indicators (KPI) and standard operating procedures (SOP) for all areas of operation. Lead strategy for freight and carrier negotiations in U.S. & Canada.

International Logistics Strategy

- Expanded product shipment to **178** countries for vendors and customers by creating a new Importer of Record (IOR) service program.
- Hand-selected by the CEO to act as a global SAP WM consultant for two, **400** sq. ft. European warehouses.
- Eliminated damaged customer shipments by creating a new distribution network:
 - Recovered **\$175K** monthly in damages and saved **\$1.5M** in freight expenses.
 - Negotiated carrier contract to cover blanket damages up to **\$250K**.
- Consistently achieve **99.96%+** shipping accuracy and same-day receiving.

Operations Management

- Determined and directed Canadian facility move, from Montreal to Toronto, in **90** days without business gaps.
- Yielded **5K** product daily processing, from **25** per day, by replacing manual process with **4PL** automated system.
- Developed and implemented a **6S** Lean program and culture across two facilities as a Lean Six Sigma Green Belt.

Professional Experience Cont. ▪ Maddox Corporation - Director of Operations

- Realized highest FTE / temporary employee pool in **FY19** year-end for Detroit location.
- Independently spearheaded two cross-geographic facilities and the WCC Traffic department transitions from SAP to CIS operational planning.

People Leadership

- Hire, coach and develop logistics teams at multiple locations, building on talent and ensuring succession plans.
- Cultivate cross-functional relationships across the organization and with C-Suite and executive distribution leadership at vendor and customer business units.
 - Secured the largest customer, a publicly-traded company, through a **4PL** automation project.

ABS Co. - Pontiac, MI

2007 – 2013

ISO 9001 VPP+ Certified Plant and plumbing manufacturing company serving U.S. and international markets.

DISTRIBUTION CENTER MANAGER

7 Direct Reports | \$3.5M Operations Budget | \$9M Freight Budget | 2013 Chairman Award Winner

Promoted within two weeks after being hired as a Warehouse Administrator. Oversaw and managed the **75**-employee facility and cross-functional team for inbound, outbound, returns and inventory controls. Transformed inefficient and outdated processes via SAP Warehouse Management System (WM) across four facilities in both the U.S. and Europe.

Operations Management

- Transformed the on-time-complete rate by **23%** within the first year via SAP implementation.
 - Boosted productivity by **40%** and cut the equipment budget in half through a new warehouse configuration and modern equipment.
 - Contributed to the **99%** on-time complete rate increase through savvy contract negotiation and updates.
- Slashed freight costs by **20%** and eliminated transit time by **40%** through the co-development of a freight matrix, eventually automated, in partnership with IT, via the SAP Management System.
- Performed under freight budget by **6%** YoY and reduced safety incidents by **20%**.
- Increased shipping margin by six hours for a key customer, meeting EOQ demands and shipping deadlines.
- Maintained compliance for rigorous OSHA VPP STAR distinction, the first plant to achieve the status in Michigan.

People Leadership

- Led a multi-generational workforce through organizational change with individual coaching and growth plans.
- Chaired five kaizen events and sat on the review board to implement solution-focused change across the facility.
- Sought continuous improvement through high-touch customer service and in-person feedback mechanisms.

PRIOR –

AREA MANAGER | Tech City Corporation, Toledo, OH

- **3x Exceptional Achievement Award Winner**
- Grew warehouse productivity by **30%** by implementing new slotting SOP's.
- Skyrocketed same-day shipping rate to **99.9%** for **15K** daily shipments after being below target for **2** years.

EDUCATION & CERTIFICATION

City Institute of Technology, Flint, MI

Bachelor of Science (B.S.) in Business Administration ▪ Management Information Systems Concentration

Lean Six Sigma Green Belt ▪ Lean Production Leader

My client's job search was prompted by a relocation assignment in her current role. She wanted to stay local and showcase the depth of her expertise in SAP (systems, applications & products implementation) and WMS (warehouse management system) along with her Six Sigma Green Belt and international multi-site warehouse management. Illustrating success in leading high-performing teams was also a high-priority, so we used keywords as subheadings within her work experiences and in the top third of her resume.