

Chris Richards

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OPERATIONS / WAREHOUSE MANAGER

Expert in fostering operational excellence through safety-focused, efficient leadership in logistics and hospitality sectors. Proven track record in driving continuous improvement, productivity, and team performance in challenging environments. Demonstrated ability to execute strategic decisions, deliver results, and manage change. Expertise in optimizing inventory, cultivating customer relations, managing workforce, and improving processes while enforcing safety standards, championing customer satisfaction, enhancing business intelligence, and leading high-performing teams. Leverages skillset to conduct safety conversations, fostering an incident-free culture. Green Belt certified, offering profound knowledge of LEAN methodologies and principles.

CORE SKILLS

Operations Management • Warehousing • Safety Protocols • Continuous Improvement • Performance Enhancement • Strategic Decision Making • Change Management • Inventory Optimization • Customer Relations • Workforce Management • Process Improvement • Business Intelligence • LEAN Methodologies • Staff Training & Development • Operational Efficiency • Workflow Enhancements • Sales Merchandising • Territory Management • Relationship Building • Key Account Negotiations • Collaboration

EXPERIENCE HIGHLIGHTS

Allan Logistics San Jose, CA

Operations Supervisor **2020 – Present**

Conducted regular safety and staffing meetings, compiling and presenting critical data to site leaders, ensuring a safe and productive work environment. Nurtured strong customer relationships, improving overall metrics in the Sprouts network. Enhanced team skills through comprehensive training such as 'Taking the Lead' and 'Getting Things Done', improving operational efficiency. Conducted regular meetings with customers and General Manager, discussing inventory and action planning, improving customer relationships. Created SOP video presentations, providing effective training to 15-20 staff members, optimizing overall task execution.

- Achieved two (2) promotions within a year due to exceptional leadership and teamwork.
- Orchestrated seamless onboarding processes, leading to increased workforce efficiency by conducting interviews and partnerships with HR and staffing agencies.
- Fostered operational excellence and increased team productivity by 20 minutes in inbound cycle time through innovative workflow enhancements.
- Earned Green Belt Certification by participating in 'Green Belt Challenge', contributing to continuous improvement/Lean operations.
- Streamlined Return to Vendor (RTV) process through a Warehousing Management System (WMS), boosting return efficiency.

Allan Warehousing San Jose, CA.

Operations Manager **2012 – 2020**

Championed transition from Head Bartender to General Manager, piloting business operations including inventory, training, reporting, and menu planning. Directed and motivated a 10-member team, promoting a high-performing and collaborative work culture. Nurtured a vibrant team culture, supervising staff performance, fostering professional growth, and ensuring a seamless bar experience for guests, achieving operational excellence.

- Optimized profit margins by pioneering effective inventory control strategies and cost-saving measures.
- Managed and resolved high-stress confrontations, securing customer satisfaction through exceptional problem-solving skills.
- Adapted and enforced Covid-19 safety protocols, safeguarding health of patrons and staff while maintaining business continuity.
- Planned and launched an exceptional inventory program, combining innovative documentation file with customer preferences to maintain a competitive edge.

The 49ers Company • 2000 – 2008 San Jose & San Diego, CA.

Sales / Operations / Merchandising Manager **2008 - 2012**

Orchestrated \$3M territory in San Francisco Bay Area, enhancing relationships with decision-makers at Home Depot and Lowe's.

- Led a 6-member M&C team, effectively communicating regional directives and building crucial upper-management relations.
- Negotiated blanket PO with key accounts, ensuring access to monthly meetings and securing a strengthened business foothold.

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Merchandiser

2000 – 2008

Devised effective merchandising services for stores, leveraging corporate plan-o-grams for store resets, strengthening visual appeal and product accessibility.

- Conducted comprehensive analysis of inventory, identifying opportunities, addressing challenges and communicating insights to Sales Merchandising Manager, enhancing business intelligence.
- Designed and implemented a company-wide marketing presentation, adopted throughout organization, leading to promotion from Merchandiser to Merchandising Manager.

EDUCATION & CREDENTIALS

Coursework in Kinesiology | San Jose City College, CA

Green Belt Certification – Lean Six Sigma, 2022

LEADERSHIP TRAINING

Varsity High School Football Coach, Valley High School, San Jose, CA

Getting things done training – (Allan) - This training focuses on managing & compartmentalizing your time as a leader.

Taking the lead training – (Allan) - This training focuses on how to lead your team successfully.

Stand-up Forklift certified – (Allan) - Stand-up forklift experience and EPJ (Crown model).

HONORS & AWARDS

Finalist - Lean Challenge Award: Developed a high-impact project, selected to present to a distinguished panel of 30 key decision-makers, including HR and Vice Presidents, within the Penske network.