

BRICE BLACKWELL

Director of Operations

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Results-driven and innovative Executive Leader in Distribution and Warehouse Operations with 15+ years of experience achieving measurable results through process improvement, personnel development, and commitment to service excellence.

Adept in developing and improving organizations through implementation and consistent management of key performance indicators (KPIs), derived from Business Intelligence data and financial analysis. Skilled in analyzing and overseeing profit and loss, allocating multi-million-dollar budgets and managing high-profile and large-scale business portfolios. Champion of continuous process improvement techniques, creating best practices and standard operating procedures to optimize operational flow and efficacy. Experience with a wide breadth of product categories, spanning consumer electronics, fashion apparel and accessories, footwear, health and beauty, automotive parts, collectables and more. Dedicated to innovation and raising the bar through open communication and feedback, collaboration, teamwork and team building, and career development, while maximizing company profits and efficiency.

Areas of Expertise

- Manufacturing Operations
- Supply Chain Management
- Warehousing
- Distribution Operations
- Business Operations
- Customer Service
- Project Management
- Enterprise Resource Planning
- CPG Order Fulfillment
- 3PL Management
- Stakeholder Management
- Direct-to-Consumer Sales
- Direct-to-Retail Sales
- B2B Sales & B2C Sales
- Learning & Development
- Career Development
- Shipping & Receiving
- Process Improvement
- Production Planning
- Ecommerce Order Fulfillment
- Training and Mentoring
- Order Processing
- Recruitment
- Cycle Counts
- Inventory Control
- Account Management
- Procurement & Buying
- Budgeting
- Forecasting
- OSHA Safety

Accomplishments

- Shipped over 2M B2C orders with a 98% average On-Time Shipping Rate since 2011, managing multi-million-dollar accounts for major corporations, big box retailers, and eCommerce giants.
- Proven record in improvement of inventory accuracy rates with a high of 99% overall, through reduced purchase lead times, better dock-to-stock and product replenishment timelines, and precise and scheduled inventory control practices.
- Championed Health and Safety requirements and programs, having successfully implemented Cal-OSHA compliant Safety programs and policies for multiple companies resulting in increased employee confidence, morale, and retention rates.
- Expertly performed cost saving reductions in payroll, saving over \$200k per year, through performance management of bottom performers, targeted training and development for existing staff, and expertly conducted recruitment processes ensuring top talent is brought to organizations.

Career Experience

Boyd Specialty Sleep, Inc., Fontana, CA
Director of Operations

Aug 2018 – Present

Oversee all operations for 400,000 sq. ft. wholesale distribution center, shipping directly to consumers, eCommerce retailers, and large-scale retail operations such as Walmart, Amazon, Costco, SAMS Club and more. Streamline operations by

eliminating redundancies and waste, reducing headcount through cross-training and expert hiring techniques, ensuring positions filled are well optimized. Reorganize staff and organizational hierarchical structures, implementing better delineation of responsibilities and duties, as well as operations checks and balances. Maintain OTIF scores to ensure product promotion and features on key eCommerce accounts with guaranteed shipping timeframes. Directly manage over 55 employees including all Human Resource functions such as full-cycle recruitment, training and development, payroll activities, and dispute resolution. Championed employee morale through collaboration and open feedback policies, resulting in reduced turnover rate and higher retention.

- Saved \$150k annually in payroll expenses through 33% reduction in headcount, performance managing under-performing personnel and focusing on strategic recruitment and hiring.
- Achieved 99% for 24-hour and 98% for 48-hour shipping SLA, an increase of almost 25% through development and implementation of new order pick and processing procedures, incorporating quick pick and replenishment logic focusing on 80/20 rule.
- Disputed chargebacks and non-compliance fines through newly developed pre-shipment checklist and detailed audit documentation, resulting in \$200k annual savings.
- Successful roll-out of Cal-OSHA Safety Program with zero incidents over 30+ month period.
- Generated new selling opportunities and site placement from exceptional ratings on client scorecards, realized through increased SLA and vendor compliance.

Impact Canopies, Inc., Corona, CA

Aug 2015 – Aug 2018

Vice President of Operations

Supervised leadership and business operations for customer service, order processing, scheduling, printing, manufacturing, distribution, and warehousing operations, with a focus on profit and loss (P&L). Restructured customer service team, creating a Sales Support unit to approach customer communications with a team-based approach, resulting in less bottlenecks and elimination of red tape. Chaired daily touch bases and operations meetings, focused on critical deadlines, target dates, team performance, and milestones, promoting proactive and open communication. Implemented new KPIs by reengineering business processes, providing ability to collect important data and thereby allowing seamless accountability. Directly managed eight team members comprising of Supervisors and Team Leads, with an Operations Team of 45+ in total.

- Saw 98% on-time performance for manufacturing operations (+38%).
- Improved score for guaranteed 24- and 48-hour order cycle turn around, achieving 98% overall score (+28%).
- Spearheaded Safety Committee and Employee of the Month programs, improving overall morale and client relations.

Newgistics, Inc., 3PL, Inland Empire & Los Angeles, CA

Apr 2012 – Aug 2015

Manager, Facilities

Managed 150,000 sq. ft. new West Coast start-up facility for Parcel Processing and eCommerce Operations fulfilment, specifically P&L and Operational Leadership. Performed recruitment, payroll, training, disciplinary action, and performance reviews with high employee retention rate (99% YoY). Championed Health and Safety management for entire facility, reporting zero incidents during tenure. Successful onboarded several new key accounts, displaying exceptional client relationship building, contract negotiation, and vendor retention. Performed site tours, time studies, and pricing calculations, developing facility layout to optimize processes and efficiency. Assisted in procurement and purchasing of warehousing equipment, supplies and facility layout. Directly oversaw a two-shift operation with 60+ employees with wide range of responsibilities and skillsets.

- Picked and packed from over 40,000 SKUs and shipped 6,500+ small parcel B2C orders daily through UPS, FedEx, and USPS, with an additional 1,000 LTL orders fulfilled on a monthly basis to domestic retailers and International clients.
- Preserved 98% inventory accuracy rating through targeted cycle counts, inventory reconciliation, process accountability and effective proactive client communications.
- Full operations performance responsibility for 45+ different CPG pick pack and VAS eCommerce accounts while consistently exceeding contractual SLA requirements and earning top performing facility designation.

Led three major divisional accounts, including Pioneer, Skin Store and CandyRific. Coordinated, tracked, and recorded daily labor operations, upholding ratio margins and productivity KPIs while ensuring customer needs are upheld at all times. Supervised inventory control activities, cycle counts, and reconciliation in an AIB food-grade environment, adhering to strict FIFO disciplines. Oversaw 30+ employees across two shifts, supporting in hiring, training, performance evaluation, and disciplinary measures as needed.

- Maintained accuracy rate of 99.98% for picking and packing, sending out over 8,000 SKUs across 2,500 orders per day with 3,000 small parcels, 1,500 cartons and 150+ pallets.
- Responsible for 3/5 top tier clients worth over \$200k in monthly billables.
- Received 14+ inbound shipping containers daily within 24-hour period with no detention fines, preserving strict lot and serial number-controlled guidelines.

Administered daily administrative tasks, purchasing, inbound/outbound logistics, inventory control, returns, and warehousing activities for wholesale consumer electronics and home décor products. Strategically reengineered warehouse facility to include racking system, processing stations, and inventory location logic. Created Operations Dashboard featuring KPIs to clearly display and communicate data for distribution results to key stakeholders and corporate. Forecasted labor requirements, coordinated production tasks, and completed all UCC128 labelling, packaging, and transport.

- Reduced chargebacks by 85% through initiation of pre-shipment vendor compliance and routing audits.

Additional Experience

General Manager, CalSpas Parts & Aftermarket Products, Pomona, CA
Distribution Operations Manager, Nike, Inc. (Converse), Fontana, CA
Director of Operations, SpeakerCraft, Riverside, CA
DRTV & Catalog Order Fulfillment Operations Manager, CPU, Inc., Irvine, CA

2005 – 2006

Certifications & Training

APICS Certification
University of California, Irvine

Material Management, Inventory Control, CAL-OSHA, Safety & Personnel Law Seminars
CPU, Inc., and SpeakerCraft, Riverside, CA