Margaret Stephens

Logistics Operations Manager

CONTACT

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📍 Chicago, IL

EDUCATION

2008 - 2012

Bachelor of Science in Business Administration

Indiana University, Bloomington, IN

Certified Supply Chain Professional (CSCP)

APICS, 2020

Lean Six Sigma Green Belt

International Association for Six Sigma Certification (IASSC), 2019

PROFESSIONAL SUMMARY

Results-driven Logistics Operations Manager with over 11 years of experience overseeing day-to-day functions, including transportation, warehousing, and distribution for large-scale projects. Proven track record of improving efficiency, reducing costs, and leading teams to achieve operational excellence.

EXPERIENCE

Logistics Operations Manager   2017 - Now

XPO Logistics, Chicago, IL

- Direct all logistics activities for a 200,000 sq. ft. warehouse serving the Midwest, ensuring timely and cost-effective transportation and distribution of goods.
- Successfully reduce transportation costs by 12% by negotiating contracts with carriers and optimizing delivery routes.
- Lead a team of 50+ staff members, increasing order fulfillment efficiency by 20% through streamlined workflows and better resource allocation.
- Coordinate with cross-functional teams, including inventory management and customer service, to improve overall satisfaction by 15%.
- Implement a new warehouse management system (WMS), improving inventory accuracy by 30%.

Assistant Logistics Manager   2013 - 2017

DHL Supply Chain, Indianapolis, IN

- Assisted in managing daily logistics operations for a regional distribution center, handling over 10,000 shipments per month.
- Developed standard operating procedures (SOPs) that reduced order processing times by 25%.
- Collaborated with carriers to ensure on-time delivery performance, achieving a 98% success rate.

SKILLS

Warehouse Management Systems (WMS): SAP Extended Warehouse Management, Manhattan Associates	★★★★★
Transportation Management Software (TMS): Oracle, MercuryGate	★★★★★
ERP Systems: SAP, Microsoft Dynamics	★★★★★
Data Analysis Tools: Tableau, Microsoft Excel (Advanced)	★★★★★