

# Miriam Marks

## Operations Director

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### Professional summary

Operations Director with extensive expertise in managing inventory and distribution operations for prominent companies. Demonstrates exceptional skills in supply chain optimization, change management, and strategic decision-making, driving significant cost reductions and operational efficiency. Passionate about leveraging data-driven solutions to enhance productivity and streamline processes, ensuring sustainable business growth.

### Employment history

2023 - OCT 2024

KEENE, NH

#### Contract Lecturer (Professor of Business Management), USNH, Keene State College

- Teach and develop accounting courses covering cost behavior, budgeting, and performance management.
- Guide students in applying cost accounting techniques for strategic decision-making and financial optimization.
- Equip finance and accounting students with skills for corporate and personal financial decisions using Excel.
- Educate students in Business Statistics to make data-driven decisions through quantitative analysis.

2012 - PRESENT

REMOTE

#### CONSULTANT Executive Supply Chain Operations Business Consultant, Boatner Industries

- Optimize supply chain operations for diverse industries, achieving measurable efficiency improvements.
- Collaborate with manufacturers and distributors to enhance logistics, resulting in significant cost reductions.
- Provide strategic consulting to research firms, driving impactful decision-making and operational success.
- Implement data-driven solutions, leading to enhanced productivity and streamlined processes.

2021 - 2023

BRATTLEBORO, VT

#### OPERATIONS MANAGER, C&S Wholesale Grocers

- Directed operations for three warehouses, managing \$6M in weekly sales and a 50k product portfolio.
- Achieved \$35k weekly savings by optimizing headcount and scheduling.
- Reduced turnover by 65% by retaining local talent in rural areas.
- Led a team of 500+ across 5 shifts, ensuring operational efficiency.
- Implemented cost-saving measures, enhancing P&L performance.

2019 - 2020

KEENE, NH

#### 3PL WAREHOUSE SUPERVISOR, Markem-Imaje

- Managed two 3PL warehouses with diverse ERP systems, ensuring seamless operations and compliance.
- Transitioned hazardous goods portfolio to a new 3PL, enhancing safety and efficiency.
- Coordinated relocation of 800 products, optimizing supply chain distribution and customer orders.
- Implemented SharePoint WorkFlow tool, achieving \$35K annual productivity savings.
- Reduced customer backlog by \$3M annually through process improvements and training.
- Spearheaded transition of hazardous goods portfolio to new 3PL warehouse. Implemented lean WorkFlow tool, resulting in \$35K annual productivity savings.

2018 - 2019

KEENE, NH

### **WAREHOUSE SUPERVISOR, Markem-Imaje**

- Supervised shipping/receiving across 3 docks, leading 22 staff to support North American distribution.
- Reduced downtime, saving \$150K annually, and improved layout, reducing footprint by 1200 sq ft.
- Enhanced just-in-time performance by adding shipping stations, cutting order processing steps.
- Decreased backlog, increased throughput via cross-training and development scheduling.
- Developed Power BI dashboard for KPIs, tracking claims, inventory accuracy, and delivery metrics.
- Led 22-member team, optimizing warehouse operations across 3 docks. Reduced downtime, saved \$150K annually, improved layout, and enhanced order processing efficiency.

2016 - 2018

ATLANTA, GA

### **SENIOR INVENTORY ANALYST, Floor & Décor**

- Managed inventory purchasing and product pricing negotiations for multiple retail store locations.
- Led teams of Inventory Analysts to secure necessary products, maintaining low costs and operational success.
- Initiated contract negotiations for over 25,000 products across four distribution centers.
- Managed four Tile sub-categories, achieving quarterly retail sales of \$129.1M and increasing inventory turns.
- Directed teams to manage inventory requests, saving \$60K through effective delivery schedule management.

2015 - 2016

SANDY SPRINGS, GA

### **LOGISTICS MANAGER, GLOBAL CHANNELS, FOCUS Brands**

- Led North American teams managing \$20M in annual freight sales, ensuring timely, accurate deliveries.
- Achieved \$200K quarterly savings by setting a \$500K annual freight spending goal.
- Maintained 15 days of inventory across three warehouses, aligning schedules with customer demands.
- Delivered new product packaging, saving \$2.5M by managing customer retail dates effectively.
- Reduced lead time from 21 to 5 days by analyzing supply and demand forecasts for North American exports.

2013 - 2015

TUCKER, GA

### **IMPORT/EXPORT MANAGER, CSM Bakery Solutions, LLC.**

- Negotiated contracts for annual import/export freight spending, securing long-term partnerships.
- Developed innovative shipping strategies, expanding product reach to international markets.
- Led import/export processes in North America, achieving \$45M in annual order to cash in 2014.
- Trained teams for efficient domestic and global product transportation, ensuring quality service.
- Improved ocean container export shipping by \$15,000 per order, enhancing cost efficiency.
- Increased annual cash conversion by \$200K using Lean Management in export processes.
- Designed and implemented KPIs, boosting delivery performance by 35% within 6 months.
- Recognized as Employee of the Month for successful export and import improvements.

2010 - 2013

TUCKER, GA

### **EXPORT SALES COORDINATOR, CSM Bakery Solutions, LLC.**

- Coordinated product development and international shipping, boosting regional sales and compliance.
- Directed \$28M annual export sales, increasing Middle East sales by \$600K and Canadian sales by \$8M.
- Expanded product portfolios to 10+ countries, driving internal revenue and profit growth.
- Facilitated sales analysis for profit determination, enhancing global market awareness.
- Developed new product ideas and inventory strategies, ensuring effective customer merchandising.

2008 - 2010	<b>Production Scheduler, CSM Bakery Solutions, LLC.</b> <ul style="list-style-type: none"> <li>Coordinated production schedules, reducing downtime by 12% and improving workflow efficiency.</li> <li>Managed inventory levels, ensuring timely availability of materials and minimizing production delays.</li> <li>Collaborated with cross-functional teams to resolve scheduling conflicts and optimize resource allocation.</li> <li>Analyzed production data to identify bottlenecks, leading to a 9% increase in overall output.</li> <li>Implemented scheduling software, enhancing accuracy and reducing manual errors.</li> </ul>
2007 - 2008	<b>Inventory Control Manager, CSM Bakery Solutions, LLC.</b> <ul style="list-style-type: none"> <li>Managed inventory processes, reducing stock discrepancies by 12%, improving accuracy and efficiency.</li> <li>Implemented new tracking systems, achieving a 15% reduction in inventory costs.</li> <li>Trained and led a team of 10, fostering collaboration and enhancing team productivity.</li> <li>Analyzed inventory data to identify trends, resulting in optimized stock levels and reduced waste.</li> </ul>
2006 - 2007	<b>Warehouse Supervisor, CSM Bakery Solutions, LLC.</b> <ul style="list-style-type: none"> <li>Supervised warehouse staff, ensuring efficient operations, reduced errors, and improved inventory accuracy.</li> <li>Implemented safety protocols, resulting in a significant reduction in workplace accidents.</li> <li>Streamlined workflow processes, enhancing productivity and reducing order fulfillment time.</li> <li>Coordinated with logistics teams to optimize delivery schedules, improving on-time delivery rates.</li> </ul>
2005 - 2006	<b>Warehouse Supervisor, Kroger-Atlas Cold Storage</b> <ul style="list-style-type: none"> <li>Managed warehouse operations, improving inventory accuracy and reducing errors by 12%</li> <li>Led a team of 15, enhancing productivity and ensuring timely order fulfillment</li> <li>Implemented safety protocols, resulting in zero workplace accidents</li> <li>Streamlined processes, cutting operational costs and increasing efficiency</li> </ul>

## Education

MAY 2012 - SEP 2025	<b>Doctor of Business Administration, Socioeconomics, Walden University</b>
MINNEAPOLIS, MN	
AUG 2008 - MAY 2010	<b>Master of Business Administration, Global Management, University of Phoenix-</b>
PHOENIX, AZ	<b>Arizona</b>
AUG 2001 - MAY 2005	<b>Bachelor of Business Administration, Georgia State University</b>
ATLANTA, GA	

## Courses

2018	<b>Certified Lean Trainer at NHMEP</b>
2018	<b>Certified Hazardous Export/Import</b>
2014	<b>Kaizen Lean Leader Management at OPEX</b>
2013	<b>Six Sigma Green Belt</b>
2012	<b>Certificate, Project Management</b>
2011	<b>Certificate, Situational Leadership</b>
2010	<b>Certificate, Tariff Code Classification</b>

Skills	Strategic Business Planning (Expert)	<div> <div></div> <div></div> <div></div> <div></div> <div></div> </div>	Microsoft SharePoint WorkFlow (Experienced)	<div> <div></div> <div></div> <div></div> <div></div> <div></div> </div>
	Cash Flow Optimization (Expert)	<div> <div></div> <div></div> <div></div> <div></div> <div></div> </div>	Recruiting (Experienced)	<div> <div></div> <div></div> <div></div> <div></div> <div></div> </div>
	Staffing Initiatives (Experienced)	<div> <div></div> <div></div> <div></div> <div></div> <div></div> </div>	Contract Development (Expert)	<div> <div></div> <div></div> <div></div> <div></div> <div></div> </div>
	Negotiations (Expert)	<div> <div></div> <div></div> <div></div> <div></div> <div></div> </div>	Merchandising (Experienced)	<div> <div></div> <div></div> <div></div> <div></div> <div></div> </div>
	Supply Chain (Expert)	<div> <div></div> <div></div> <div></div> <div></div> <div></div> </div>	Budget Administration (Expert)	<div> <div></div> <div></div> <div></div> <div></div> <div></div> </div>
	Management (Expert)	<div> <div></div> <div></div> <div></div> <div></div> <div></div> </div>	Organizational Leadership (Expert)	<div> <div></div> <div></div> <div></div> <div></div> <div></div> </div>
	Process Redesign (Expert)	<div> <div></div> <div></div> <div></div> <div></div> <div></div> </div>	Change Management (Expert)	<div> <div></div> <div></div> <div></div> <div></div> <div></div> </div>
	Staff Development Programs (Experienced)	<div> <div></div> <div></div> <div></div> <div></div> <div></div> </div>	Inventory Coordination (Expert)	<div> <div></div> <div></div> <div></div> <div></div> <div></div> </div>
	Power BI Reporting Dashboards (Experienced)	<div> <div></div> <div></div> <div></div> <div></div> <div></div> </div>		

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### Additional information

<div> <div> <div> <div></div> <div>Highlights of Expertise</div> </div> <div> <ul style="list-style-type: none"> <li>• Strategic Business Planning</li> <li>• Microsoft SharePoint WorkFlow</li> <li>• Cash Flow Optimization</li> <li>• Recruiting and Staffing Initiatives</li> <li>• Contract Development / Negotiations</li> <li>• Merchandising/Supply Chain</li> <li>• Budget Administration / Management</li> <li>• Organizational Leadership</li> <li>• Process Redesign / Change Management</li> <li>• Staff Development Programs</li> <li>• Inventory Coordination</li> <li>• Power BI Reporting Dashboards</li> </ul> </div> </div> </div> <div> <div> <div> <div></div> <div>Career Experience</div> </div> <div> <div>USNH, KEENE STATE COLLEGE, KEENE, NH</div> <div>Contract Lecturer (Professor of Business Management) (2023 to Present)</div> <ul style="list-style-type: none"> <li>• Impact knowledge and critical skills to students pursuing degrees in accounting, finance, sustainability, construction or business management.</li> <li>• Contribute to the advancement of knowledge in the field by exploring emerging trends, evaluating cost accounting methodologies, and developing innovative approaches to address contemporary challenges while mastering Microsoft Excel.</li> <li>• Design/Deliver four accounting courses at three different levels of collegiate level knowledge that cover topics such as cost behavior, cost allocation, budgeting/forecasting, managerial decision making and performance management.</li> </ul> </div> </div> </div>
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- Preparing future professionals to understand and apply cost accounting techniques in managerial decision making, enabling organizations to optimize their financial performance and make informed strategic decisions.
- Educate/Equip students pursuing degrees in finance or accounting with knowledge and skills to make informed financial decisions in corporate finance and personal financial portfolio.
- Educate/Equip students in Business Statistics using Microsoft Excel to make Quantitative Decisions through modeled data and reputable research displaying visual output of findings.

## Career Experience

BOATNER INDUSTRIES, REMOTE

CONSULTANT Executive Supply Chain Operations Business Consultant for Food, Textile and Pharmaceutical Manufacturers, Distributors and Independent Research Consultants/Firms. (2012 to Present)

## Career Experience

C&S WHOLESALE GROCERS, BRATTLEBORO, VT

OPERATIONS MANAGER (2021 to 2023)

- Distribution Operations Manager of three commodity distribution warehouses with \$6M weekly sales, 500+ employees on 5 different shifts and 50k various product portfolio.
- Managed budgeted headcount to P&L direct cost per case weekly savings of \$35k through scheduling
- Reduced turnover by 65% by retaining local talent in a rural population

## Career Experience

MARKEM-IMAJE, KEENE, NH

3PL WAREHOUSE SUPERVISOR (2019 to 2020)

- Manager of two 3PL warehouses with existing contractual agreements, multiple ERP systems, various electronic data interfaces and different product portfolios, one hazardous warehouse and one dry non-hazardous warehouse.
- Transition, launch, train and implement corporate procedures for the hazardous goods portfolio from one 3PL to a new 3PL warehouse, originally was only one 3PL warehouse.
- Coordinated supply chain distribution, customer orders and replenishment during relocation of 800 products within the distribution center and launch of new hazardous facility.
- Implemented lean 3PL Customer Down/Expedite Microsoft SharePoint WorkFlow and visibility tool resulting in \$35K annual productivity savings.
- Reduced customer backlog by \$3M annually using process improvements, Microsoft SharePoint WorkFlow, documenting processes and creating training on corporate procedures.
- Create 3PL manual for future SAP transaction and process training of internal employees and for potentially new 3PL warehouse launch for future growth.

WAREHOUSE SUPERVISOR (2018 to 2019)

- Manager of all shipping/receiving functions within 3 different warehouse docks, globally distributing within the North American Supply Chain network within the organization. Lead team of 12 Warehouse Operators and 10 Material Handlers to package freshly produced printing machines/parts to a cross-trained, lean and successful operational team that supports production.
- Managed two dry docks and one hazardous dock at approximately \$2.5B annual sales, reducing overall downtime and cost savings of \$150K annually.
- Improved warehouse layout by reducing warehouse footprint by 1200 square feet by reducing dynamic locations.
- Removed time wasted on excess steps to process a customer order to improve just in time performance by adding additional shipping station(s).
- Decreased customer order backlog and increased throughput of shipments through a cross-training and an employee development training scheduling grid.
- Created then maintained daily reporting of KPIs by creating a Microsoft Power BI KPI Dashboard for customer claims, inventory accuracy, on-time delivery and pareto of operational concerns.

## Career Experience

FLOOR & DÉCOR, ATLANTA, GA

SENIOR INVENTORY ANALYST (2016 to 2018)

- Hold responsibility for managing all inventory purchasing, and product pricing negotiations for multiple retail store locations. Lead teams of Inventory Analysts to secure the necessary products to supply distribution centers, maintaining low costs and ensuring operational success.
  - Initiate contract and purchasing
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Languages

English (Native)



Spanish (Proficient)



French (Novice)

