

SHAUN WILLIAMS

Chicago, IL | (123) 456-023 | swilliams@resume-resource.email

PRODUCT DEVELOPMENT

Versatile general manager with expertise in all aspects of driving multi-million-dollar projects meeting key program deliverables, product development, vendor and contract negotiations, and budget management. Committed to sustaining robust, streamlined systems that respond to business objectives. Excel in managing multiple projects concurrently with strong detail, problem-solving and follow-through capabilities. Demonstrated ability to motivate and build cohesive teams that achieve results.

AREAS OF EXCELLENCE

- Project Management
- Inventory Management
- Operations Management
- Outsourcing/Distribution
- Procurement
- Cost Reduction
- Process Improvement
- Supply Chain & Logistics
- Strategic Planning
- Cost Accounting & P&L
- Start-Ups/Turnarounds
- Employee/Labor Relations

PROFESSIONAL EXPERIENCE

ABC DESIGN, Chicago, IL

General Manager | 2023 – PRESENT

Lead continuous improvement in process workflow in custom design, purchasing, sales, order management, customer service, and warehouse operations. Hire, manage, and develop management team across all business functions, including purchasing, sales & business development, warehouse, accounting, and order fulfillment. Provide full fiscal oversight, including P&L, payroll, accounts receivable, and accounts payable.

- Created and implemented unit inventory forecast system, which led to 500% increase in company revenue, growing from \$1M to \$6M annually.
- Trained employees to forecast projected inventory, reducing lead time from 10 units to same day shipped orders.
- Managed human resources and employee relations; initiated standard policy and procedures for onboarding and terminations to drive consistency across all business units.
- Developed workflow strategy for design team that enabled company to expand from 10 to 40 new concepts and designs contributing to rapid revenue growth.
- Streamlined day-to-day duties in Accounting, Purchasing, and Order Fulfillment departments, resulting in 183% profit growth within last 3-years from \$3M to \$8.5M.

EFG DESIGN, Chicago, IL

Project Manager | 2018 – 2022

Created and implemented purchase and sales orders workflow strategies for every vendor and customer. Worked in collaboration with manufacturer and assembly vendors to reduce defective products, lead times, and restructured shipment orders to meet timelines for customer orders. Initiated process changes for physical inventory counting and cycle counts, pack and ship, and order management fulfillment.

- Managed logistics on company relocation, office build-out, vendor relations and negotiations.
- Obtained and launched first ERP system (NetSuite) which increased gross profit margin by 15%.
- Developed and implemented customer platform for customer tickets, chat, and telephone for improved customer service experience.
- Initiated forecast inventory requirements for over 300 raw parts according to prior sales demands and trends. Process still in place today by Purchasing department.

MOBLE, INC., Orland Park, IL**Specialist, Visuals Specialist | 2014– 2018**

Sold, educated, and informed customers on Apple products. Coordinated and enacted planogram changes, ensured quality control was met in front and back office, and coached and motivated team members.

- Sold Apple products while meeting sales goals of 1:1 ratio.
- Recognized for receiving 100% on customer surveys satisfaction ratings.
- Led store changes for product launches and restructured entire Apple store.
- Selected as workshop trainer, assisting end users in operating Apple products
- Drove customer satisfaction to interpret Apple products for end users.

INDEPENDENT CONTRACTOR, Orland Park, IL**Floral Marketing Designer | 2012 – 2014**

Defined, assigned, and assisted in executing multiple pre-planned events and weddings, including floral and inventory preparation management and design. Built and managed relationships with floral and hard goods vendor. Delivered onsite and offsite logistical event planning, budget management, pre- and post-analysis and reporting, and shop organization. Managed the fulfillment of last-minute client requests to ensure their overall satisfaction. (or to ensure successful event execution.

- Contributed to a high-volume of repeat customers by delivering enhanced customer experiences and exceeding their overall expectations.
- Developed promotional calendar guide for social media sites, including Twitter, Facebook, and Instagram to increase customer traffic.

EDUCATION

WESTERN UNIVERSITY, Orland Park, IL
Bachelor of Science Degree in Marketing

VALLEY COLLEGE, Orland Park, IL
Associates of Arts Degree in Business