

Kacey Hartman

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ACCOUNT SUPPORT AND SUPPLY CHAIN PROJECT MANAGEMENT

SUMMARY OF QUALIFICATIONS

Director of Account Support offering a strong history in manufacturer and retail operations, customer experience and data analytics of a multimillion-dollar retail and eCommerce-based company. Project based acumen managing up to 5 daily tracking reports that drive inventory controls, team metrics and logistics tracking. Strong strategic thinker with a proven record of managing multimillion-dollar projects.

Skills:

Inventory Tracking
Supply Chain Data Analysis

Team Management and Training
KPI Development

Forecasting Inventory
Shipment and Freight Tracking

PROFESSIONAL EXPERIENCE

R.G. BARRY CORPORATION (*Retail and Wholesale Manufacturer Consumer Products*) ■ Pickerington, Ohio
Director Account Support and Supply Chain Project Management, September 2016 to November 2019

Responsible for the order processing, shipment flow and customer support operations for all 3 R.G. Barry brands. Direct cross functional operations and coordinates with the internal teams including eCommerce and Planning on the progressive ordering system to ensure the company is evolving and moving forward to maximize revenue. Daily communication to 3PL and maintain relationships with Freight Forwarders and Domestic Carriers.

- Builds and maintains partnerships with third party logistics and international and domestic freight vendors.
- Identify and source Ocean and Drayage providers for Requests for Pricing (RFP) to locate the most efficient shipping solution at the lowest landed cost.
- Create complex formulated Excel workbooks used to track 2500 ocean containers from the China facility to the United States warehouse.
- Compile a weekly summary of logistics shipping and container reports used to determine the number of containers leaving China which directly determines utilization of the 350,000 square foot distribution center space.
- Reconcile the monthly tracking of anticipated shipping and collaborate with the leadership team on the trends and metrics of the shipping timeframes and schedules to adjust accordingly to decrease the operational budget.
- Leader of the customer support organization with a call volume of 42,000 + calls per year and 700,000 + orders per year all with a high-performance call hold time of only 21 seconds.
- Data mines and analyzes the weekly call metrics of the team and implements call volume changes to maintain the high level of customer satisfaction.
- Customer order volume increase of 40% YOY while team headcount remained the same.
- Created from inception the KPI Metrics for Account Support Team used to measure call volume, hold time and error free order submission to be used for quantitative performance evaluations.
- Match team talent effectively leading to career opportunities for the Account Support Team within the company which boosts staff retention and company morale.

NORDIC LIGHT AMERICA (*High End Lighting distributor*) ■ Columbus, Ohio

Operations Manager, January 2013 – September 2016

Managed day-to-day operations to establish processes, procedures and operation standards for delivery and assembly of high-quality retail lighting and retail displays.

- Developed and managed projects from multiple international sister companies.
- Coordinated the import of 300 containers per year from the Nordic Light China facilities.
- Utilized strong project management skills to coordinate the on-time delivery of all lighting products in North America.
- Implemented cost saving measures to reduce landed inventory cost by 7%.
- Reviewed inventory levels to maintain low cost of operating capital.
- Established a UL and ETL split inspection facility in the United States allowing for diversification in inventory.
- Maintained and managed relationship with third party logistics company.

HFI, LLC (*Automotive Interior Supplier*) ■ Columbus, Ohio

Program Launch Manager, November 2011- December 2012

Managed multimillion-dollar automotive product program rollouts for automotive clients. One-year project timelines with deadlines to track and manage to ensure the product program launched on time.

- Served as the leader of a cross functional team to achieve customer centric directives.
- Managed automotive product development programs ranging from one million to twenty million dollars.
- Developed operational standards for a mass production automotive interior environment.
- Developed time lines for both internal teams and outside suppliers to achieve customer directed deadlines.
- Responsible for strategic problem solving while maintaining focus on customer time line.
- Forecasted potential risks while exploring ways to improve profitability of projects.
- Tracked all open issues related to the program and develop plans to close issues.

CORD CAMERA VIDEO, INC (*Photographic Retailer*) ■ Columbus, Ohio

Director of Operations, November 2000 – November 2011

Operations Director for 27 retail store location projects including store remodels, new store builds, acquisitions and store relocations: collaborated with architects regarding design, negotiated contracts with all vendors including the security system, signage and interior design. Provided leadership, support and effectively coached up to 4 District Managers, 42 Store Managers, and 4 Building and Maintenance Associates.

- Analyzed cost of goods to determine appropriate store allocations and made necessary changes to generate increased revenue income.
- Monitored commercial and facility projects including developing, inspecting projects, implementing modifications and recommending specifications, improvements and scheduling for contracts, inspecting contractor's work and negotiating vendor pricing.
- Maximized profits through efficient vendor negotiations for services including ground maintenance, electrical issues, telephone service, security and store signage.
- Maintained relationships with all outside vendors, including architects, engineers, appraisers, surveyors, security, exterior property maintenance, building trades, and professional designers.

EDUCATION

The Ohio State University ■ **BS in Business Education**