

ROYCE L. STEPTER

5310 Folsom Drive
Groveport, OH 43125
melroy1122@sbcglobal.net
Mobile: 614-214-2554

PRODUCTION & LOGISTICS MANAGEMENT

Accomplished Production, Logistics and Supply Chain Manager with over 25 years' experience in Operations, Production, Distribution, Business Process Improvement, Customer Resolution, Employee Engagement, Safety, and Leadership Management. My success as a diplomatic leader and mentor has been creating an effective and efficient team that demonstrates best practices, quality and prioritization of business needs, while maintaining high standards to achieve company goals and objectives.

HIGHLIGHTS

- Managed and/or supported all aspects of the business for human resources, project management, risk management, asset allocation, call center activities and customer service.
- Managed teams between 5 - 100 hourly and fulltime team members.
- Supervised shipping, receiving, inventory, returns, and maintenance work areas.
- Managed the full lifecycle of employees from interview, evaluation, performance, coaching and terminations.
- Recognitions for safety, attendance, performance and productivity.
- Established process improvements that increased production, customer satisfaction, and product delivery in a new 514,000 square foot e-commerce fulfillment center.
- Improved order accuracy by 99.8% within my first few months with the company.
- Increased production from 60 to 120 units per hour within a year.
- Supported various teams to start up a new fulfillment center and implement the first safety team.

QUALIFICATIONS

Industries:

Warehouse, Production, Logistics, Pharmaceuticals, Call Centers, Fulfillment Centers, Financial, Investments, Insurance, Education

Core Competencies:

5S in the work place, Business Process Improvement, Guidelines & Procedures, Safety Standards & Compliance, Turnaround Management Strategy, Operation Improvement, Workflow Planning, Material Management, Cost Control Strategies, Standard Operating Procedures, OSHA, Insurance, Investments, Teaching, Mentoring

Functional Areas:

Management, Quality Assurance, Business Process Improvements, Strategic Planning, Safety, Employee Engagement

Software: Microsoft - Word, Excel, PowerPoint

Certifications / Licenses:

Pharmacy Technician, Substitute Teacher

PROFESSIONAL EXPERIENCE

Pac Sun Eddie Bauer (PSEB)

Operations Supervisor – Groveport, OH – September 2019 – April 2020

- Manage all Picking and Replenishment operations within a 1.5 million square foot fulfillment center.
- Report hourly production numbers of direct picking and indirect picking using Sharepoint folders.
- Manage all daily operations including payroll, corrective actions, daily start-up meetings, pick audits, and conveyor operations.
- Track multiple pick assignments using Dematic and Warehouse management systems.

Lanter Delivery Systems

Terminal Manager – Groveport, OH – November 2017 – April 2018

- Manage all terminal functions, route schedules, cross docking procedures, and customer service calls in a two shift operation.
- Performs process dock audits, route audits, and monitors terminal metrics to report to district manager.
- Oversees facility maintenance, equipment, supply inventory, and submits expense reports to district manager.

- Completes daily reporting of route/driver progress, late inbound arrivals or outbound releases, special routes needed, and submits to management.
- Receives daily updates with dock supervisor, terminal administrator, district manager, customer service representatives, and carrier partners.

Arrow Electronics

Supervisor Logistics/Value Added Operation II

Gahanna, OH - December 2014 – November 2017

- Manage shift teams of over 30 employees on the production lines for inbound and outbound flow of computer components, plus the delivery of commodities to a variety of downstream partners.
- Tear down recyclable assets safely within multiple departments, supplies and operations.
- Responsible for building maintenance including vending services, building repair and tool purchases.
- Area Manager of shipping, inventory management, ECOMM, wholesale, batching, Power equipment facilitation, and building maintenance.
- Two years 5S facilitator/leader for the CMH plant.

Fanatics

Operations Supervisor - Frazeyburg, Ohio – January 2013 – Dec 2014

- Managed multiple departments with various teams of over 40 employees on the put-to-light lines, pack tables, and Print-and-apply stations for distribution within a fulfillment center.
- Supervised and trained inbound team members for the new Frazeyburg 514,000 square foot e-commerce center to start up the fulfillment processes.
- Improved singles productivity from 60 to 120 units per hour within one year utilizing a four step training program.
- Improved order accuracy to 99.8%.
- Contributor in saving the company \$250K in expansion capital.

Thirty One Gifts

Operations Supervisor - Columbus, Ohio – February 2010 – Jan 2013

- Managed daily operations within a fulfillment center with over 100 employees.
- Communicated daily departmental and production goals/objectives.
- Managed workforce planning for multiple area within operations.
- Resource management ensured all employees were trained, equipped, informed and prepared to meet and exceed production standards.
- Encourage openness, honesty, rewards and trust within a union free environment.

BioScrip

Distribution Supervisor - Columbus, Ohio – December 2009 – Feb 2010

- Monitored and managed supplies for various pharmacy operations including specialty line, shipping and receiving.
- Researched and problem solved issues with Baker system, computer, or equipment.
- Quality assurance by inspecting random orders, performance monitoring, and making process adjustments for improvements.
- Managed daily operations with hiring, evaluations, performance, attendance, coaching, training and rewards.

DSW

Production Supervisor - Columbus, Ohio – September 1999 – Nov 2008

- Managed daily operations within a Distribution Center with over 110 employees in multiple departments simultaneously.
- Cut Production Cost in excess of \$204K and reduced labor hours by 17,500.
- Highest 2004 employee satisfaction rating within the company.
- Managed daily operations with hiring, evaluations, performance, attendance, coaching, training and rewards.

Primerica

Personal Financial Analyst - Columbus, Ohio – October 1996 – May 1999

- Managed inbound /outbound call center activity along with CS activities for training.
- Coordinated and monitored customer service activities for trainees and personal business.
- Conducted seminars and workshops on various financial planning topics.

United States Postal Service (USPS)

Production Supervisor - Columbus, Ohio – August 1988 – June 1997

- Managed Tour 3 operations including machines, shipping, receiving, and customer service.
- Prepared and processed personnel actions such as promotions, appointments, transfers, and leaves of absence.
- Created Standard Operating Procedures for all departments.

Education / Certification

- Master of Business Administration [Leadership Management] - May 2008
Franklin University - Columbus, Ohio

- Bachelor of Science in Business Administration [Cultural Diversity] – Dec 2007
Franklin University - Columbus, Ohio
- Certified Pharmacy Technician
Pharmacy Technician Certification Board – October 2010

Activities / Interests

- Former Licensed Substitution Teacher – Columbus City Schools
- Former Reading and Math Tutor – Columbus Reads Program and Middle School Grades
- Faith Ministries Church Helps Ministry
- Faith Ministries Church - Faith's Fast Moving Closet Ministry Volunteer