

JENNIFER S. MACKEY

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SUMMARY OF QUALIFICATIONS

Dedicated and accomplished professional with extensive experience in the management of logistics, maintenance, distribution, transportation, warehousing and supply chain programs for large organizations. Highly analytical and organized with a history of developing, implementing, and directing effective systems that improve the productivity and efficiency of operations. Excellent communication and interpersonal skills with a reputation for forming solid relationships internally and externally at all levels including vendors. Strong leader that forms cohesive teams, providing the motivation and direction to achieve ambitious goals. Reputation as a change agent with the ability to analyze issues, devise continuous process improvements, and incorporate business process initiatives to streamline operations and decrease aggregate expenses with limited resources.

AREAS OF EXPERTISE

Fiscal management/P&L Accountability
Technology Introduction/Enhancement
Product Development
Continuous Process Improvement
Restructuring/Starts Ups/Turnarounds

Internal Control Improvement
Vendor Selection/Management
Positive Earnings Impact
Client Relations
Strategic Planning & Development

PROFESSIONAL EXPERIENCE

ODYSSEY LOGISTICS & TECHNOLOGY~2007-Present

Senior Director Logistics Services – North America, March 2013- Present

- Responsible for tactical and strategic supply chain solutions and contracted logistics services for 35 client networks in North America totaling \$1.2 billion in freight under management with a transportation spend of \$750 million. Annual department budget of \$4.5 million.
- Reporting to Senior Vice President of Client Services, 14 direct reporting managers.
- Flawlessly merged 7 separate departments into 1 without interruption to managed services to customers while increasing all contracted key performance indicators, metrics and client satisfaction.
- Transactional through put increased by 25% with a reduction in staff of 35% due to systemic and work process efficiencies.

Director Procurement, November 2011-March 2013

- Responsible for managing cost performance of all package mode domestic shipments for 30 client companies comprised of annual \$445.5 million freight spend, over 1700 carriers.
- Reporting to Senior Vice President of North America, 6 direct reporting managers.
- Developed lead and lag metrics for performance measurement of procurement services provided to customers, now used as organizational standard.

Senior Logistics Leader, May 2007-November 2011

- Responsible for new client and carrier operational implementation and sustainment. Grew from 2 clients and 80 carriers to 22 clients and over 1500 carriers.
- Implemented American Chemistry Council Responsible Care Management System for entire organization, system was certified by BEAC Auditor October 2010 with zero deficiencies and re-certified in 2013 again with zero deficiencies.
- Selected by CEO to lead Focus Teams: Identifying Acquisition Targets, Work Process Quality Control, Cross Department Utility & Effectiveness.
- Expert on company Transportation Management System and associated data warehouses.

CSX INTERMODAL~2005-2007

Regional Transportation Manager, September 2005- May 2007

- Responsible for managing all Intermodal Trucking assets within the Continental United States, 15 locations comprised of 17 direct reporting managers and 450 Intermodal Owner Operators.
- Reporting to Vice President of Intermodal Trucking.
- Implemented Safety Incentive Program in October 05, TY versus LY accidents/incidents reduced by 24 in a single month.
- Established standard communication process for Centralized Operations and Field Locations. Immediate improvement in capacity availability due to advanced planning and streamlined communication. Revenue increased to first time ever benchmark of over \$13 million in a single month, previous record \$9.3 million.

- Customer service/on time arrival improved from 64% to 91% since October due to historical record keeping allowing for TY versus LY comparison implemented in concert with communication process.

WAL-MART PRIVATE FLEET~1997-2005

General Manager, February 2004- September 2005

- Responsible for managing all Private Fleet assets within an eleven state area, including 9 Regional Distribution, 11 Grocery Distribution, 3 SAMS Distribution, and 2 Import Distribution Centers.
- Managed and directed effective corporate compliance, which translated to flawless field level execution.
- Skillfully managed 12 direct reporting managers in daily operations as well as professional development.
- Directly responsible for a Regional Operations Center comprising 80 total associates while maintaining excellent working relations with staffs at 25 distribution centers.
- Southeastern Centers always ranked in top 10% of all operations in Continental United States.
- My 80 personnel Regional Operations Center was recognized as the only corporate sponsor to ever participate in the American Cancer Society Relay For Life Fundraiser twice in one year, which produced over \$15,000 for cancer research.
- Implemented 2 additional High Velocity Distribution (HVD) systems in Florida coupled with 3 systems in Georgia, facilitating the goal to convert all grocery distribution centers to HVD by the Fall of 2007.

Regional Inbound Transportation Manager, May 2002- February 2004

- Managed and directed inbound freight from Wal-Mart suppliers in the Southeast Region encompassing an eleven state area of operations to Wal-Mart Distribution Centers across the Continental United States.
- Coordinated the merchandise delivery of 1900 Truck Drivers with a fleet of 1200 Tractors and 10,000 trailers.
- Only profitable region at Fiscal Year End, exceeding Revenue Goals by 15.27% against an expectation of 8% growth.
- Reduced empty miles within the Southeastern Centers from 32% to 22% without increasing overall workload miles through smart growth and ensuring all associates were connected to the mission of the Private Fleet.
- Personally responsible for establishing the Regional Operations Center, Regional Freight Flow Concept, and training of over 50 associates within the Southeast.
- Named 2004 Logistics Manager of the Year for the entire Wal-Mart Private Fleet, awarded to 1 of 200.
- Solely managed traffic management for 9 Regional Distribution, 11 Grocery Distribution, 3 SAMS Distribution, and 2 Import Distribution Centers. Upon my promotion to Regional Transportation Manager, this vacant position required 2 managers to adequately perform the duties and responsibilities of the job.

Inbound Transportation Manager, September 1999-May 2002

- Managed and directed inbound freight from Wal-Mart suppliers in the Southeast Region encompassing a 6 state area of operations to Wal-Mart Distribution Centers across the Continental United States.
- Coordinated the merchandise delivery of 214 Company Drivers with a fleet of 178 Tractors.
- Exceeded Fiscal Year End Revenue goals by 58.22% against an expectation of 12% growth.
- Established and maintained excellent supplier relations facilitating a reduction in lead time for supplier products from warehouse to retail stores within 2 days, reducing inventory by \$8.4 million. 12 suppliers received "Supplier of the Year" for their market sector from Wal-Mart as a result of our partnership.
- Personally trained all Backhaul Associates on the company computer systems, goals, and culture which focused them on cost reduction and ownership of the company's success.
- Initiated the pilot for High Velocity Distribution for 10 stores in the Metro-Atlanta area, resulted in 22% increase in sales of controlled stock items.

Operations Manager, September 1997-September 1999

- Managed daily outbound freight utilizing supply storage facilities with a storage capacity of 2.4 million square feet.
- Managed a fleet of 150 Long Haul Trucks and 200 drivers directing their traffic to all warehouses and retail stores in the Southeast Region.
- Developed a communication process which eliminated and decreased Distribution Center empty miles by 8%.
- Produced a year ending level of service to retail stores of 99.78%, against a projected 98%, and to warehouses of 99.84% against a projected 97%.

UNITED STATES ARMY~1994-1997

Army Reserve Officer, September 1997 – May 2002

Operations Control Officer, January 1996 – September 1997

Platoon Leader, June 1994 – January 1996

EDUCATION

University of North Georgia, Dahlonega, Georgia Bachelor of Science Major in Biological Sciences & Physics, Distinguished Military Graduate, Who's Who Among American Colleges & Universities