

Hugh Morris

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Operations Management Professional

Production Management & Shipping & Retail Management

Quality-oriented, Patient, and Hard-working **Manager** has 11+ years of cumulative working experience and a proven track record of meeting and exceeding goals at various organizations. Motivator and detailed problem-solver takes pride in meticulous work. Candidate manifests profound knowledge in Procurement, Relationship Management, Team Management, Sales, Marketing and Customer Service. Establish rapport and confidence while building strong and long lasting relationships with a diverse group of individuals. Passionate leader and client service champion facilitates the development of marketing and strategic initiatives accurately and assures proper operational management for the organization.

Possess exceptional planning, prioritizing and goal-setting skills to achieve optimal outcome to create, implement and document efficient methods of operations; thrives in demanding team environments, promotes cooperative behavior and team efforts, and excels under pressure.

- ✦ Account & Relationship Management
- ✦ Skillful Communicator & Negotiator
- ✦ Excellent Client Service Skills
- ✦ Trilingual: English, Japanese & Chinese
- ✦ Team Management & Leadership
- ✦ Adept in Organization & Planning

Career History

HireRoll

Nov 2014 – Present

E-Commerce Generalist
Boston, MA

- ✦ Provided managerial support for all aspects of the **purchasing process** resulting in acquirement of designated products, supplies and equipment at optimum quality, price, and delivery.
- ✦ **Streamlined operations** by effectively handling the relationships between partner vendors, third-party logistics companies, internal Customer Support, and Brand departments; negotiated an increase for wholesale margin with key vendors; convinced a vendor to continually provide their product release schedule ahead of other vendors.
- ✦ Proactively **monitored inventory and fulfillment operations**, to ensure optimum stock levels and timely delivery of stock; managed all inventory related issues via 3PL system interface, Shipwire and Microsoft Excel; in Q3 2016 managed to liquidate 20% of dead stock without going into the red.
- ✦ Worked in conjunction with Customer Support to understand and fulfill unique customer needs, maintaining premium service levels; substantially **increased customer satisfaction rate** to 93%; supported Brand Department promotional initiatives; increased the traffic to the store site and **accelerated current customer base**.
- ✦ **Undertook a variety of marketing activities**; created Facebook posts, tagged links and discount deals to enhance the sales and promotional initiatives and drive revenue growth.
- ✦ Planned and successfully delivered three bundles during the summer, fall and winter season that **generated 20k top revenue** and cleared out 15% of stagnant apparel inventory.
- ✦ Performed thorough evaluations and **analysis of sales and operation metrics** and key product performance indicators acquired from Google Analytics, eCommerce shopping cart, and inventory management systems that facilitated the making of sound and strategical decisions; conducted inspection on the CMS system, identified appearing issues and **suggested possible solutions for improvement**; analyzed the cost-effectiveness of 3PL solution.

Case Werx, Inc.

Oct 2010 – Nov 2014

Assistant Manager, Production Management and Shipping
San Carlos, CA

- ✦ Built and cultivated strong working relationships with team members; strived for maximum team performance; coached, nurtured and professionally **guided new employees toward achievement of set objectives and goals**; **delegated work responsibilities** of assembly and shipping team; demonstrated an ability to effectively translate communications and requirements between executive management and non- English-speaking warehouse production staff.

- ✦ Held responsible for **efficient and productive management and coordination of vendors' activities and logistic companies**, to ensure that profitability targets will be realized in a timely manner.
- ✦ Worked closely and communicated with other departments on product information, supply, order issues, and returns processing; focused all efforts towards manufacturing of products in line with customer quality standards; optimized reliability and performance; **prepared detailed and meaningful reports** on a weekly, monthly, quarterly and annual basis.
- ✦ Headed all aspects regarding the Japanese B2B wholesale account; continuously **monitored sales** on the B2C e-commerce site and regulated the shopping cart and product allotment.

RedCity Amusement

July 2012 - Present

Negotiator/Account Executive
Burlingame, CA

- ✦ Developed an outstanding ability to **negotiate and manage relationships** with Japanese companies; discussed licensing and development issues; **translated and sold games**; achieved targeted sales through the use of physical and digital platforms.

Sony Entertainment

July 2009 - Dec 2009

Format Quality Assurance Analyst
San Mateo, CA

- ✦ Professionally executed system, unit, acceptance regression, load and functional performance **testing on applications**; demonstrated knowledge and ability to apply appropriate processes, tools, and techniques for assuring a high level of quality in Sony PlayStation products and software.
- ✦ Promoted effective analysis and determined the root cause of software issues; created alternative solutions that **resolve the problems** in the best interest of the business.

Video Hause

Dec 2003 - July 2008

Retail Assistant Manager
Los Angeles, CA

- ✦ Continuously facilitated the growth and development of staff; oversaw and guided the activities of sales associates; **provided outstanding customer service and promoted customer loyalty**; handled customer issues in a professional and timely manner.
- ✦ Assumed responsibility for adequate regulation of purchase order; maintained positive working relations with current business partners; exhibited unique creative ability to **conceptualize and design unique marketing and sales ideas** that meet and exceed company goals and objectives.

Education, Certification & Technical Skills

UC Davis, San Ramon, CA, fall 2016-Ongoing, Masters of Business Administration
San Francisco State University, San Francisco, CA, Jan 2009, Bachelor Degree of Arts in Japanese

Google Analytics, Certified by GA Academy

JLPT Level 1 (Japanese Language Proficiency Test), highest level of Certified Proficiency

Google Analytics ✦ Microsoft Excel ✦ Slack ✦ JIRA ✦ Mangento ✦ Volusion ✦ Shopify

Languages

Languages: English (Proficient) ✦ Japanese (Proficient) ✦ Chinese, Cantonese (Speaking)

References Gladly Provided Upon Request