

Andy May

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Operations Manager

Operations Manager with extensive experience in purchasing, logistics, materials management, finance and talent acquisition for a Global Fortune 500 company and the United States government. Expertise in automating processes and architecting solutions to achieve process efficiencies and drive cost savings. Known for owning all aspects of an operation and delivering outstanding quality results, while handling a significant amount of responsibility without incident.

Areas of Expertise

Operations | Purchasing | Logistics | Materials Management | Talent acquisition | Recruiting | Inventory | Budgeting | Quality Assurance (QA) | Data Analytics | Customer service | Workflows | Marketing | Training

Professional Experience

Amazon Web Services, Indianapolis, IN

3/22 - present

Senior Referral Channel Specialist

Provide exceptional customer service to candidates who are referred by current employees. Review candidate resumes, discuss candidate interview process and drive expedited interview process with Recruiting teams.

- Filled roles for the Solutions Architect job family by reviewing over 2,000 candidates and conducting over 100 phone conversations.
- Created a tracking system, for each team member, to handle in-process candidates more efficiently.
- Streamlined daily workflow planning, by automating candidate assignments to the correct referral channel specialist, on a 15-person team.

Amazon.com, Indianapolis, IN

10/11 – 3/22

Senior Staffing Manager (6/20 – 3/22)

Led a 15-person team responsible for hiring associates and staffing 15 Amazon facilities in Indianapolis.

- Established a process for supporting English as a second language and non-English speaking (ESL/NES) candidates in Burmese Chin. Hired bilingual staff for the team and HR, Operations, and trainer support at the hiring site.
- Architected a process supporting, English as a second language and non-English speaking, candidates in Spanish at a new facility. Ensured leaders could communicate with the associates and signage was in Spanish so associates could easily navigate the site.
- Led a team through two peak hiring seasons, hiring over 3,500 associates over a three-month period in 2020 and over 4,100 over three months in 2021.
- Established weekly site calls to review expected hires, changes to marketing strategy, and forward-looking projections.
- Created a two-month onboarding training plan for Workforce Engagement Specialists, which was a new role focused on Community Engagement.

Operations Manager (10/11-6/20)

Operations Manager for Inbound, Inventory Control/Quality Assurance (ICQA) and Outbound.

- Oversaw day-to-day operation of a shift, of up to 400 Associates, in various paths in the Fulfillment Center. Performed data analysis to support process improvements, and long-term planning to promote a Quality culture in the warehouse.
- Talent Ambassador for the team sourcing L5 Area Manager and L6 Operations Manager candidates to staff fulfillment centers in North America.
- Screened 600 candidates either via phone or in-person. Facilitated weekly debriefs for fulfillment center interview events as a Bar Raiser in Training. Certified through the Bar Raiser program, specialized in providing constructive feedback to fellow interviewers, and helping hiring managers make strong long-term hiring decisions.
- Developed a netted bin design, to reduce defect injection and improve Amnesty performance in bagged items, and a Universal Mod structure with included bins, for all product types in 1 bay. This led to a 34% reduction in defects found during IRDR counts and a 74% reduction in Amnesty generated.

- Created a weekly feedback system which led to a 75% improvement in quality defects over an 8-month period. The system also included daily reporting, ensuring associates knew their standing and managers could provide coaching.
- Coordinated creation and release of 100,000 new bins. Maintained high quality standards through a strict daily audit, walk-through schedule, and ensuring the construction team met contract expectations.
- Led twice-weekly Quality Review meetings, with production managers, to provide information on trends in defects, associate quality performance, and up-coming quality and capacity challenges.
- Analyzed shipments of heavy/bulky items from 20 FCs across the US to identify shipping cost improvement opportunities, leading to a redistribution of product to minimize transport distance.
- Introduced Ship-in-Own-Container testing in the US, product that can be shipped in the boxes it's received in. This led to reduced costs in corrugate and transportation and testing being rolled out to 23 US FCs.
- Implemented standard work practices to reduce waste and improve productivity in each receive by 38%.

Additional Experience

United States Marine Corps, MCBH Kaneohe Bay, HI

Captain

Supply Officer for Headquarters Company, 3d Marine Regiment and 2d Battalion, 3d Marine Regiment. Led 30 Marines fulfilling a range of supply chain and financial responsibilities for an infantry battalion, including, material management, logistics support, budgeting, and accounting.

- Coordinated, audited, and validated all services provided on a Forward Operating Base by civilian contractors, including, water and hygiene, maintenance and carpentry, dining, and security for third-party nationals.
- Oversaw an account of over \$120 MM in assets. Conducted monthly audits and weekly visits to ensure accountability of all items throughout the deployment, resulting in no loss of items.
- Supported 250 deployed personnel, with shipments of supplies and gear, including purchasing and logistics. Coordinated the return of all serialized gear, back to the original units, on international and domestic bases with 100% accountability of assets.
- Handled all purchasing procedures for office supplies, vehicle parts, communications equipment, weapons, and training materials to support a 1,000+ person infantry battalion. Planned budget and spending for repair materials, training equipment, travel, and office supplies.

Education

United States Marine Corps

Ground Supply Officer Course

The Basic School Officer Qualification Course

Iowa State University, Ames, IA

Bachelor of Science (BS), History