

Sam Wright

Online Order Fulfillment Store Manager

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Order Fulfillment Store Manager experienced in managing BOPIS, ship-from-store, and online return systems

7 years in hybrid brick-and-mortar and online fulfillment. Specializes in backroom logistics, real-time inventory systems, and maintaining high-speed fulfillment standards.

Key Skills

- Buy online, pick up in store (BOPIS)
 - Order staging
 - Shipping logistics
 - Fulfillment accuracy
 - Return management
 - Stockroom optimization
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Professional Experience

Fulfillment Manager | Target | Portland, OR
March 2020 – Present

- Oversaw fulfillment operations with 99% order accuracy and same-day turnaround
- Reduced return processing times by 40% through updated staging protocols
- Trained team on fulfillment software and real-time stock management

Backroom Supervisor | Kohl's | Beaverton, OR
July 2016 – February 2020

- Managed online order pull lists and ensured timely shipment
 - Maintained KPIs for speed-to-shelf and out-of-stock flags
 - Collaborated with customer service to manage the return experience
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Education

Bachelor of Science in Logistics and Supply Chain | Oregon State University
June 2015