

DA

Deborah Allen

Operations Manager

Operations Manager with 8 years across e-commerce fulfillment and B2B services. Strong in workflow redesign, vendor management, and team coaching. Comfortable owning P&L lines, SLA dashboards, and cross-functional rollouts.

Contact Information



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Education

B.S. Industrial Engineering, North Carolina State University, 2016

Lean Six Sigma Green Belt, ASQ, 2020

Key Skills

- P&L ownership
- WMS (Manhattan, NetSuite)
- Lean / Six Sigma
- Workforce planning
- Vendor and carrier negotiation
- KPI dashboarding (Tableau, Looker)
- SOP development
- Safety and OSHA compliance
- Cross-functional program rollouts

Professional Experience

OPERATIONS MANAGER | BRIGHTLEAF GOODS CO., RALEIGH, NC | 2021 TO PRESENT

2021 – PRESENT

- Run daily ops for a 140-person fulfillment center moving roughly 9,400 outbound units per day across 3 carriers.
- Rebuilt the pick-pack workflow with the WMS team and trimmed average order cycle time from 38 minutes to 22.
- Negotiated a new freight contract that locked in \$1.85M in annual savings versus the prior carrier mix.
- Coach 6 supervisors on weekly performance reviews; promoted 4 into team-lead roles over two years.
- Own the safety program; lost-time incidents down to the lowest level since the site opened.

ASSISTANT OPERATIONS MANAGER | BRIGHTLEAF GOODS CO., RALEIGH, NC | 2019 TO 2021

2019 – 2021

- Supported a 90-FTE warehouse through peak season; held on-time shipping above 97% for three consecutive Q4s.
- Built the staffing model that flexes temp labor against forecasted order volume, cutting overtime spend by about a third.
- Stood up a weekly ops review with finance and CX to triage the top 5 root causes of missed SLAs.

OPERATIONS SUPERVISOR | CAROLINA PARCEL SERVICES, DURHAM, NC | 2016 TO 2019

2016 – 2019

- Led a shift of 24 sorters and drivers; consistently ranked top 2 of 11 regional sites on package accuracy.
- Wrote SOPs for hazmat handling that became the regional template after a corporate audit.
- Cross-trained the team on two new sort lanes, removing a long-standing bottleneck during morning surge.