



MARCUS WHITFIELD

Director Of Operations

Director of Operations with 11 years scaling distribution, manufacturing, and SaaS support functions. Built P&L discipline across four sites and led the integration of a \$34M acquisition without a service interruption. Known for turning messy operations into predictable, audit-ready businesses.

CONTACT INFORMATION



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EDUCATION

B.S., Industrial Engineering, North Carolina State University, 2013

Lean Six Sigma Black Belt, ASQ, 2018

KEY SKILLS

- P&L ownership
- S&OP and demand planning
- WMS and ERP (NetSuite, SAP)
- Lean Six Sigma
- Vendor and 3PL negotiation
- KPI and dashboard design (Tableau)
- Workforce planning
- FDA QSR and ISO 9001
- Cross-functional leadership

PROFESSIONAL EXPERIENCE

Director of Operations | Halverson Logistics Group, Raleigh, NC | 2020 to Present
2020 - Present

- Lead a 142-person operations org across three fulfillment centers in NC, TN, and GA; own a \$27.4M annual operating budget.
- Cut order-to-ship cycle time from 38 hours to under 19 by redesigning pick routing and adding a second-shift handoff protocol.
- Negotiated a new 3PL contract that took freight spend down by roughly 14% year over year while keeping on-time delivery above 96%.
- Stood up a weekly ops review with finance and customer success; reduced repeat escalations and improved NPS by 11 points.
- Sponsored a warehouse management system migration delivered four weeks ahead of plan and under budget.

Senior Operations Manager | Brightline Medical Devices, Durham, NC | 2017 to 2020
2017 - 2020

- Ran daily production for a 60K sq ft assembly facility; hit FDA QSR audit with zero major findings two years running.
- Rebuilt the S&OP cadence with commercial and supply chain, trimming finished-goods inventory by about \$2.1M.
- Coached six line supervisors; promoted three into manager roles during tenure.
- Introduced layered process audits, reducing customer complaint rate by a quarter.

Operations Manager | Cedar & Knox Apparel Co., Greensboro, NC | 2014 to 2017
2014 - 2017

- Managed two distribution shifts and a peak workforce of 85 during Q4 holiday surge.
- Launched a labor planning model that brought overtime from 18% of hours down to 9%.
- Partnered with HR on a retention program that lifted 90-day retention from 61% to 80%.