



ALICIA BERGSTROM

Operations Supervisor

Operations manager with 14 years in distribution and light assembly, last 6 running full sites. P&L accountability for labor, safety, quality, and service. Known for stabilizing troubled sites and building bench strength under me.

CONTACT INFORMATION



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Greenville, SC 12345

EDUCATION

- B.S. Industrial Engineering, Clemson University, 2010
- Lean Six Sigma Black Belt
- OSHA 30-Hour General Industry

KEY SKILLS

- Multi-shift site leadership
- P&L and cost-to-serve
- Labor planning and forecasting
- Warehouse management system implementation (Manhattan, Blue Yonder)
- On-time in-full delivery and service recovery
- Safety program leadership and recordable injury rate reduction
- Supervisor development and succession
- Union-free employee relations
- Peak season planning
- Sales and operations planning partnership

PROFESSIONAL EXPERIENCE

Operations Manager | Piedmont Logistics Partners, Greenville, SC 2020 - Present

- Run a 480k sq ft regional DC serving 9 states, 3 shifts, 210 associates and 6 salaried supervisors.
- Delivered \$2.3M in year-over-year cost-to-serve improvement by consolidating night inbound and rebalancing dock doors.
- Improved on-time-in-full from 91.4% to 97.2% over 18 months through slot accuracy work and a daily 8am service review.
- Cut recordable injury rate from 3.1 to 1.4 by rebuilding the safety observation program and holding supervisors to weekly walk targets.
- Built a supervisor development track, 4 of 6 current supervisors were promoted internally under my tenure.

Operations Supervisor, Senior | Blue Ridge Consumer Brands, Asheville, NC 2016 - 2020

- Oversaw two shifts of packaging operations, 85 associates across 4 lines.
- Led the site through a warehouse system cutover with no missed customer ship dates during go-live week.
- Reduced overtime spend by roughly 22% by rebuilding the weekly labor plan against demand.
- Chaired the plant safety committee for 3 years, recordable injury rate trended down in each of those years.
- Rewrote the supervisor onboarding plan still in use at the site.

Operations Supervisor | Harborlight Grocery Supply, Charleston, SC 2013 - 2016

- Supervised inbound operations on second shift, 30 associates and 4 forklift operators.
- Owned dock scheduling and appointment adherence, moved on-time inbound from 78% to 89%.
- Ran the site's forklift certification program.
- Promoted to senior supervisor after 30 months.

Shift Supervisor | Coastway Cold Storage, Savannah, GA 2010 - 2013

- First-line supervisor on freezer operations, 14 associates.
- Held zero recordable injuries across 22 months on shift.

- Trained as backup for the operations manager and covered vacation weeks in year three.