



DWAYNE FELDSTEIN

Operations Supervisor

Operations supervisor with 8 years across e-commerce fulfillment and light manufacturing. Focus on labor productivity, warehouse system execution, and turning shift leads into strong first-line supervisors. Bilingual English and Spanish on the floor.



Chandler, AZ 12345



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KEY SKILLS

- Warehouse system execution (Manhattan)
- Labor planning and units per hour tracking
- Slotting and re-slotting
- Shift huddles
- Root cause and A3 problem solving
- 30-hour general industry safety certification
- Bilingual English/Spanish
- Coaching first-line leads
- Peak season ramp

PROFESSIONAL EXPERIENCE

OPERATIONS SUPERVISOR

CALDERA FULFILLMENT SERVICES, CHANDLER, AZ | 2020 – PRESENT

- Own outbound operations on day shift, 55 associates across pack, ship, and problem-solve.
- Raised units-per-hour on multi-item pack from 62 to 74 by re-slotting the top 200 SKUs closer to the pack wall.
- Reduced carrier claims tied to pack quality by rolling out a photo-audit step on high-value orders.
- Run weekly one-on-ones with 5 shift leads, three have moved into supervisor roles at sister sites.
- Partner with HR on attendance coaching, unplanned absence on my shift sits below site average most weeks.

SHIFT SUPERVISOR

SONORAN PRINT AND PACKAGE, PHOENIX, AZ | 2017 – 2020

- Ran night shift on a folding-carton line, 18 associates plus 2 mechanics.
- Cut waste on the highest-volume product from 4.1% to 2.6% by tightening pre-run setup checks.
- Wrote the shift start-up checklist still in use at the plant.
- Kept recordable injury rate at zero across 26 consecutive months.

EDUCATION

B.S. Operations Management, Arizona State University, 2017

Lean Six Sigma Green Belt