



Benjamin Morales

Director of Operations

Operations leader with 7 years of experience spanning workflow analysis, process redesign, and P&L management across distribution and fulfillment environments. Redesigned warehouse and fulfillment workflows using Lean methodologies, improving operational efficiency by 22.15% across 4 regional distribution centers. Skilled in Power BI, Asana, Agile Frameworks, and Cross-Functional Leadership.

CONTACT INFORMATION



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Sedalia, MO

KEY SKILLS

- Lean Methodologies
- Agile Frameworks
- Power BI
- Asana
- P&L Management
- Process Mapping
- KPI Development
- Cross-Functional Leadership
- Six Sigma
- Supply Chain Operations

PROFESSIONAL EXPERIENCE

2023 - Present

Director of Operations | Blackwater Creek Logistics Group, Sedalia, MO

- Redesigned warehouse and fulfillment workflows using Lean methodologies, improving operational efficiency by 22.15% across 4 regional distribution centers within 14 months.
- Accelerated project delivery speed by 34.8% for a facility consolidation initiative, completing the migration 47 days ahead of the original schedule.
- Reduced average service incident resolution time from 38 hours to 9 hours by restructuring the escalation protocol and adding a triage coordinator role.
- Directed cross-functional planning sessions with procurement, logistics, and finance leads to align quarterly KPI targets with the annual operating plan.

2021 - 2023

Operations Manager | Osage Valley Distribution Partners, Jefferson City, MO

- Improved operational efficiency by 33.8% in the returns processing unit by mapping and eliminating 11 redundant handoff steps over 6 months.
- Shortened project delivery timelines by 34.5% for 3 technology rollouts by introducing Agile sprint cycles and weekly stakeholder reviews in Asana.
- Cut service incident resolution time from 29 hours to 7 hours for priority-level fulfillment disruptions by building a real-time tracking dashboard in Power BI.
- Owned a departmental P&L of \$8.1M and delivered results \$137,600 under the annual expense forecast.

2019 - 2021

Operations Analyst | Grand River Plains Services LLC, Columbia, MO

- Identified 8 bottlenecks in order processing workflows that, once resolved, contributed to a 34.4% gain in operational efficiency for the fulfillment team.
- Compiled weekly Power BI reports tracking 14 operational KPIs, enabling leadership to shorten project delivery cycles by an average of 11 days per quarter.
- Documented and standardized incident response procedures, reducing service incident resolution time from 44 hours to 18 hours across the support team.

EDUCATION

BS, Management and Leadership

Missouri State University, Springfield, MO | 2015 - 2019