PERLA GARCIA

Stockton, CA | perlayesseniagarcia@email.com

PROFESSIONAL SUMMARY

Results-driven Operations Specialist and Business Management candidate with over 7 years of hands-on experience leading high-volume fulfillment center operations, warehouse logistics, and cross-functional teams. Proven track record in shift execution, process flow optimization, and continuous improvement initiatives. Currently expanding technical capabilities through data analytics coursework in SQL, Tableau, Power BI, Python, and business intelligence to bridge operational leadership with data-driven decision-making.

Supply Chain & Warehouse Operations: Shift Leadership, Volume & Flow Optimization, Inventory Control, Labor Allocation, Warehouse Management Systems (WMS), Safety & Compliance (LOTO).

- **Continuous Improvement & Data Analytics:** 5S Visual Management, Root-Cause Analysis, Standard Operating Procedures (SOPs), Loss & Inefficiency Elimination.
- **Leadership & Strategy:** Team Coaching & Mentorship, Cross-Functional Collaboration, Conflict Resolution, Performance Management, Shift Handoff Protocols.

PROFESSIONAL EXPERIENCE

AMAZON — Stockton, CA

Process Assistant / Area Manager (Stretch Assignment) 07-25 to 08-25 | Feb 2025 – Present
(Fulfillment Associate: Oct 2018 – Jan 2025)

- **End-to-End Shift Leadership:** Directed daily fulfillment operations and shift execution across high-volume sort operations, managing 150+ tier-1 associates to safely achieve throughput, labor allocation, and rate targets.
- **Site Launch & Operational Frameworks:** Executed foundational department setup, station layouts, and shift execution frameworks during a Norcal facility launch, establishing operational handoff standards across incoming and outgoing teams.
- **Loss & Inefficiency Elimination:** Analyzed real-time operational flow and WMS data to identify line bottlenecks and inventory staging delays, dynamically rebalancing labor to resolve jams and minimize downtime.
- **5S Visual Management Implementation:** Designed and deployed 5S visual management standards across the Sort department, optimizing physical workspace layouts, reducing material handling waste, and accelerating associate onboarding.
- **Safety & Process Standardization:** Enforced strict floor safety protocols and standard operating procedures (SOPs), conducting daily audits and safety huddles that maintained full compliance and reduced shift incidents.
- **People Development & Coaching:** Led performance tracking, cross-training, and onboarding for associate teams, fostering a versatile workforce capable of flexing across processing areas during peak volume periods.
- **Cross-Functional Collaboration:** Partnered with Safety, Operations, and Maintenance teams to streamline shift handoff documentation, ensuring continuous communication and reliable inventory flow.

EDUCATION & PROFESSIONAL DEVELOPMENT

WESTERN GOVERNORS UNIVERSITY

Bachelor of Science (B.S.) in Business Management | Expected Graduation: April 2027

- **Relevant Coursework:** Supply Chain Operations, Organizational Leadership, Quantitative Analysis, Project Management.

Data Analytics Certificate Program (In Progress) | CourseCareers: December 2026

- Core Competencies: SQL, Power BI, Advanced Excel (PivotTables, Power Query), Data Modeling, and Business Intelligence.