

# GARRETT JOHNSON

Tacoma, WA • (360) 952-0526 • Garjohns557@gmail.com

## SUMMARY

---

Highly accomplished and results-driven Operations Director with 10+ years of progressive experience in supply chain management and logistics, renowned for establishing and optimizing supply chain operations for thriving businesses. Skilled in developing and implementing strategic plans to enhance efficiency, productivity, and cost-effectiveness, aligned with overall business objectives to drive revenue growth. Possesses strong leadership abilities, fostering a culture of accountability, teamwork, and continuous improvement, alongside expertise in negotiating contracts and leveraging data analysis for informed decision-making.

## PROFESSIONAL EXPERIENCE

---

### Redwood Outdoors

March 2022 – August 2023

#### Director of Operations, Seattle, WA

- Established U.S. warehouse operations for a thriving ecommerce business transitioning from 3PL to an independent setup, streamlining efficient and accurate order fulfillment
- Optimized warehouse processes, layout design, inventory management, and workforce coordination to maximize productivity and reduced costs
- Achieved exceptional growth in inbound/outbound CNT/LTL by 291% and small parcel output by 460% within 8 months, meeting growing customer demands
- Maintained shipping accuracy with an outstanding 0.21% error rate, ensuring seamless order processing and customer satisfaction
- Reduced global lead-times to 4 weeks and warehouse turnaround from 2 to 2 days, optimizing supply chain processes and enhancing overall operational efficiency
- Successfully negotiated contracts, achieving a remarkable 74% decrease in shipping costs and expenses, contributing to significant cost savings
- Leveraged data analysis to generate precise sales forecasts, achieving 98.7% accuracy rate YTD, aiding strategic decision-making
- Spearheaded the end-to-end design, development, and implementation of a Warehouse Management System (WMS), driving automation and process improvement
- Effectively managed inventory control and accuracy, ensuring adequate to meet demand while minimizing excess inventory
- Oversaw warehouse facility, infrastructure, and implemented technologies that improved operational efficiency
- Actively participated in owner meetings, providing valuable insights and contributing to company direction and growth
- Managed warehouse staff, ensuring proper training, adherence to safety protocols, and efficient resource utilization

### Southern Glazer's Wine & Spirits

July 2018 – January 2022

#### Warehouse Manager, Puyallup, WA

- Led and managed a team of 3 supervisors, 60 union warehouse employees, and 2 administrators, fostering a culture of collaboration and accountability
- Accountable for overseeing a multi-million-dollar conveyor system and successfully managing shipping operations for \$125M annual beverage sales to WA and AK markets
- Developed and mentored supervisors and employees, providing training in supply chain processes and functions to enhance team capabilities and efficiency
- Utilized AS400, WMI, SAP, Sapphire programs

#### Warehouse Manager - Nights, Dallas, TX

- Directed and supervised a workforce of 90 warehouse workers and 4 supervisors, ensuring seamless operations of a 240,000 sq. ft. warehouse, handling 6M cases annually and an 80-truck fleet.
- Implemented and trained staff on SAP functions, warehouse logistics, metrics, and Excel data analysis documents, driving data-driven decision-making.
- Demonstrated expertise in resolving mechanical conveyor technology issues promptly, minimizing downtime and optimizing conveyor performance.

#### Warehouse Supervisor, Austin, TX

- Supervised 28 employees and improved export operations for increased efficiency through observations and employee feedback

### Data Analyst, Bayside Engineering & CTG, Cherry Point, WA

February 2015 – September 2016

- Inspected refinery pipelines and equipment remotely and independently to draft over 1200 detailed engineering documents to meet Occupational Safety and Health Administration standards
- Administered five employees to overhaul entire digital numeric piping data using Excel to comply with American National Standards Institute requirements

**Production Manager, Bellingham Cold Storage, Bellingham, WA**

February 2014 - February 2015

- Supervised 45 employees and acted as liaison between C-suite management, customers, employees and Teamster union
- Managed import/export vendor relationships and billing through phone, Microsoft Outlook and in-person communication
- Developed employee training structure through building effective relationships which established an increase in employee retention
- Redesigned and manufactured 2 operation lines using lean efficiency practices for increased safety and better work flow
- Maintained accurate inventory of 330,000 lbs. of product using proprietary software and decreased annual product loss

**EDUCATION**

---

**Bachelor of Arts Degree - Humanities**

2018

Washington State University

**Industrial Technology of Vehicle Design - Engineering**

2012

Western Washington University

**Relevant Coursework:** Quantitative Research Methods; Calculus I, II, III; Physics I, II; Mechanical Engineering

**CERTIFICATIONS**

---

**OSHA 30-Hour Outreach for General Industry**

2020

Occupational Health and Safety Administration

**OSHA 10-Hour Outreach for General Industry**

2019

Occupational Health and Safety Administration

**Associate Certification in Mechanical Design**

2017

Washington State University: Dassault Systems

**LEADERSHIP**

---

**Advanced Leadership Program, Southern Glazer's Wine & Spirits**

- Developed high level competencies of influence, business acumen, change, talent champion, communication, personal approach

**Operations Improvement Program, Southern Glazer's Wine & Spirits**

- Hosted meetings with employees to gain feedback on operational improvements and increased engagement

**Safety Committee Representative, BP West Coast Products, Cherry Point, WA February 2015 – September 2016**

- Proposed safety implementations in committee meetings, collaboratively achieving 18 million work hours without OSHA incident

**Lead, Western Washington University Vehicle Research Institute, Bellingham, WA August 2012 – June 2014**

- Designed and manufactured a vehicle with team of 12 adhering to strict Society of Automotive Engineering guidelines over 8 months from conception to completion

**RELEVANT SKILLS**

---

- Supply Chain Management
- Warehouse Operations
- Strategic Planning
- Inventory Management
- Leadership and Team Management
- Process Improvement
- Warehouse Management Systems (WMS)
- Data Analysis
- Sales Forecasting
- Contract Negotiation
- Shipping and Logistics
- SaaS
- Excel

Clifton Strengths: Self-Assurance, Input, Maximizer, Learner, Command

Boy Scouts of America: Eagle Scout Rank

