

# KEITH D. SINGLETON

## GENERAL MANAGER

### LOGISTICS MANAGEMENT | TRANSPORTATION MANAGEMENT | TACTICAL MANAGEMENT

Accomplished and versatile Marine Officer with extensive experience creating, driving, developing, and initiating strategies that foster business growth and accomplishments. Recognized for introducing strategies that mitigated operational costs, fostered efficiency, improved productivity, and enhanced business growth. Noted for developing and consolidating strategic alliances that yield profitable outcomes, strengthening compliance, advancing processes, and skyrocketing results, quality, client satisfaction, and team competencies—equipped with hands-on experience developing blueprints that foster organizational growth by increasing revenues, mitigating costs, and improving processes. Strive to establish an environment where people can grow to their fullest potential via mentoring and empowering leadership techniques.

## AREA OF EXPERTISE

Transportation Management | Business Management | ERP Systems | Business Services | Vendor Management | Lean Management | Staff Management | Process Improvement | Strategic Planning & Implementation | Staff Training & Development | Revenue Generation | Program Development | Productivity Improvement | Logistics Management | Organizational Leadership | Problem Resolution | Client Relations Management | Time Management | Project Management | Time Management

## CAREER HISTORY

### Supply Chain Manager – DeKalb County School District

2023 – present

Directed and lead the restoration of the DeKalb County School District Property Control Office back to a depot level facility. Key accomplishments include:

- Restoration of the building to a Food Grade Facility. Organizing an effective administrative operation that is customer oriented and responsive to district needs. This team ensures that all deliverables will meet the Chief Operatig Officer expectations.
- Direct the depot portion of the annual budget, took the initiative to ensure that 3-5 year planning is included in budgetary assesments for both non capital and capital needs.
- Direct the real asset management process – this includes furniture management, disposition of obsolete property, evaluation of current assets to include replacement of items once the life cycle has been exceeded. Coordinates with business services in meeting recycling, shredding and sanitation needs.
- Reorganized and direct the procurement process. This includes ensuring the proper planning and execution of requisitions that both meet county standards and deliver goods and services to customers
- Direct and manage the material support for operational, maintenance and custodial needs. The new process will eliminate the use of P-Cards as the primary source to purchase materials needed for school support. The new process ensures that all products ordered are received and inputted in the inventory system. This deliberative effort is risk management system standard.
- Direct all Logistical Support for courier, custodial and furniture needs throughout the district. Next step is to assign Logistics Technicians to each region that will ensure quarterly reconciliation of all property in each school is completed.

Overall responsible for directing all communication and coordination of material and equipment support for the district. This includes fielding all customer complaints and providing adequate resolutions. The new mantra is all solutions start with the customer. Accomplishments include:

- Established training for all staff members. Examples include re-certifying all power equipment operators
- Removing all Hazardous material from the warehouse
- Making the warehouse a Food Compliant Facility capable of passing a USDA Audit
- Implementing OSHA Standards
- Assessing the current Warehouse Management System and coordinating the proper modules to make it MUNIS compatible.
- All Purchase Orders and invoices are reconciled monthly and properly closed meeting district standards.
- Established daily start-up meetings with staff.
- Established weekly staff meeting with within department leadership
- Attendance standards are met by department personnel

Director for the largest account for repackaging, public storage and distribution for The Shippers Group comprised of 400 employees, that included Managers, Supervisors, hourly and exempt employees. The warehouse over 300K Square feet across and operated with multiple shifts. This was a Superior rated Food Grade AIB audited warehouse facility (670 AIB Score). Responsible for the overall 3PL performance within the customer's infrastructure. In this capacity I direct the operation performance, planning efficiency, inventory control activities, customer service performance, resources, and quality control/assurance activities.

Direct the day-to-day compliance with the standardized processes in all areas

- Direct the operations for the Shippers in the Southeast Region of the United States
- Accountable for all Budgetary actions for the region both tactical and strategic – this includes capital and non capital areas
- Ensures managerial staff monitors associate staffing and equipment needs to prescribe operational levels and provide recommendations to effectively address operational issues/problems
- Promulgates Safety as a way of life in work processes and associate performance. This includes developing company and/or facility safety programs, educating associates, and ensuring a generally safe environment
- Champion 5s standards in the facility and ensures managers maintain vigilant attention in all functional areas throughout the facility.
- Promote Six Sigma and Lean standards throughout the facility
- Develop Leadership Team to implement and complete on-going management of the performance review process for all non- exempt associates and exempt managers
- Directed facility quality and productivity standards through training, performance management and associated rewards and recognition
- Communicate on a regular basis with the President, Vice President and functional leaders of the organization on meeting company objectives financially.
- Met or exceeded metrics as stated within contract between the Customer
- Build infrastructure to support 30% margin growth

**Major Account Manager – ICON | Avantor – Buford, GA**

**2020 - 2022**

Manages the largest account for Kitting at Avantor/Therapak while offering support on business development with project development needs, including financial analysis and budgeting. Functions at the go-to person for operations and issues regarding account(s) assigned, including providing account management for Clinical Trials customers, full end-to-end responsibility for those clients from procurement to distribution, and daily direct customer contact. Oversees the development and implementation of personnel schedules regularly to ensure maximum production rates and productivity.

- Maps out periodical strategies after analyzing captured production data to ensure assemblers meet production objectives and are assigned to the most appropriate areas.
- Maintains inventory levels by working with the significant account customer and procurement to forecast needs and timing and control operational expenses through each department's profit and loss.
- Performs strategic roles like handling customer incident reports, discovering appropriate suppliers to ensure the best cost, and project corrections and adjustments as necessary.
- Understands and coordinates production and order processing in compliance with outlined project needs while collaborating with Project Associate (PA) and distribution teams and ensuring the engagement of multiple departments and facilities to ensure projects are completed appropriately.
- Participates and supports customer visits and handles the overall customer communication, including high-level project communications, daily project communications, special project tasks.
- Define, prepare, and report on project KPIs as needed and quality audits while managing billings for clients' accounts.

**Selected Career Benchmarks**

- Fostered strategies that drove the On-Time Shipping rate to 98.79%, Safety TIR to 0.66%, and quality results to 99.55%
- Developed and implemented strategies that drove the accomplishment of Financial Margins in 2021 by 22%
- Accomplished daily Retail Sales of \$182K and annual revenue of 43.86 Million in Kitting.

**Operations Manager | Gates Corporation – Lithonia, GA**

**2016 – 2020**

Managed all operational activities, including Receiving, Stocking, Picking, Kitting, Budget, and Shipping for a 400K square ft. Distribution Center for the Gates Automotive Division. Championed the overall activities of planning, organizing, and directing all operational activities of the site, which encompassed production, profitability, safety goals, and cost reduction programs while exceeding customer expectations at the site.

- Managed and reported KPI's to senior management which includes shipments, delivery performance, forecast accuracy, inventory.
- Leveraged analytical and tactical planning skills to develop and establish production and quality control standards, develop budget and cost controls and obtained data regarding types, quantities, specifications, and delivery dates of products ordered.
- Managed direct reports including performance reviews, regular one on one development meetings and workload balancing with five business department managers across operations, inventory control, safety and finance.

**Selected Career Benchmarks**

- Created, and introduced big game-changing initiatives that fostered productivity through the utilization of employee-driven work systems such as KPI centric dashboards that have a specific purpose to focus the hourly leaders to run the business daily and to achieve company objectives.
- Contributed to the achievements of the Gates HSE Excellence Award for the last four years in Safety; in addition, we earned Gate's Corporation highest award, my site was the Global Diamond Recipient in recognition of being The Global Distribution Plant of the year 2018.
- Maintained 99% Inventory Accuracy on all goods in the plant and succeeded in all external audits performed by ISO, Deloitte and Touché.
- Developed and managed the Southeastern Business Sales and Operations Team (S&OP) for the site. The average sales of all products leaving the distribution center are \$168 Million Dollars Annually over the last four years.
- Ensured both Outbound and Inbound Operations operate at full efficiency. This includes cross docking and case pick operations when needed. Outbound metrics exceed 99% .

**Previously Excelled as;**

**Hillphoenix Warehouse Manager**

**GES Warehouse Manager**

**Sunny Delight Beverage Company – Atlanta, GA**

**Logistics Manager**

**2005 – 2012**

**EDUCATION**

**Master of Science Administration** Central Michigan University

**Diversity and Inclusion Certificate** Cornell University

**Bachelor of Art** University of Central Oklahoma

**CERTIFICATIONS**

APICS Certified Supply Chain Professional Certification course (CSCP)

Household International General Management Training Program (GMTP)

Green belt Six Sigma

OSHA 10 & 30 Certification

**ASSOCIATIONS AND MEMBERSHIPS**

**Board Member** – Atlanta Chapter ASCM

AAU Basketball - Atlanta Celtics

**United States Marine Corps – Commissioned Officer, Gulf War Veteran**