

Craig A. Youngman

Dallas, Texas ♦ 214.929.5657 ♦ craig.youngman@yahoo.com

Operations Director ♦ Fulfillment & Production

Collaborative Business Leader Focused on People, Process, & Profit

Strategic senior manager with extensive experience leading fulfillment and production teams. Focused on developing processes to improve efficiency and service performance. Recognized for developing and implementing long-term and short-term functional operating plan that consistently improve material handling, inventory management, and logistics to reduce costs, optimize throughput, and meet customer demand.

- ✓ Strategic Planning & Execution
- ✓ Distribution Center Operations
- ✓ Inventory Control
- ✓ P&L/Budget Management
- ✓ Shipping Processes
- ✓ Material Handling
- ✓ Training & Development

Professional Experience And Accomplishments

NEIMAN MARCUS - Irving, Texas

2012-2015

Director, Inbound Operations (2012-2015)

Key member of the e-commerce fulfillment operations team for all Neiman Marcus brands. Directed all receiving and stocking operations for the e-commerce business managing 2 area managers, 2 supervisors, and 110-115 associates. Managed third-party (3PL) furniture operation including all operating expenses, new receipts, customer returns, and return to vendor issues. Mentored management team; prepared and delivered annual performance appraisals.

- Conducted process review and improvement procedure; reduced throughput time in receiving by 15% and cut labor costs by \$27,000.
- Created enhancement to photo sample process, eliminating duplication of services and improving website availability; saved \$40,000.
- Prepared and executed annual payroll and expense budgets over \$4 million, achieving or exceeding corporate expectations each year.
- Contributed to achievement of planned annual on-line sales increases of 10-12% over a 3-year period by planning, acquiring and developing labor force to support growth. On-boarding and cross training of acquired talent supported successful achievement of the company goal of \$1 billion in shipped sales for 2013.
- Directed mentoring program in 2014-2015 to identify and develop hourly associates for future management positions with three candidates achieving management positions.
- Worked with third-party furniture operations management, internal transportation team, and outbound carriers to reduce product damage through package testing, improved material handling processes, and pre-loading inspections to exceed the customer's expectations at time of delivery.

Craig A. Youngman

Dallas, Texas ♦ 214.929.5657 ♦ craig.youngman@yahoo.com

Director of Fulfillment, Pinnacle Park Facility (2004–2012)

Guided all operations of a stand-alone e-commerce fulfillment center for home décor and kitchen merchandise with a staff of approximately 200 focusing on safety, accuracy and productivity. Directed all receiving, stocking, picking, packing, and shipping operations, supervising three department managers and three supervisors. Controlled all payroll, non-payroll, and facility operating expenses in excess of \$3.5 million; managed warehousing of 250,000 units, over 9,000 SKU's with inventory value of \$30 million.

- Directed successful move from former facility to newly built 200,000 square foot Pinnacle Park facility while maintaining normal business processes and uninterrupted customer service.
- Saved \$100,000 annually in reduced mark-out-of-stock merchandise and returning revenue of sales back to the buying department after developing and implementing a business process to sell slightly damaged customer returns of home décor merchandise to third party buyer.
- Generated \$300,000 in sales after replacing legacy monogram machines with 28 embroidery machines over a 2-year period, enabling monogramming of tote bags, sweaters, and other items.
- Led project that added Neiman Marcus Last Call.com business to the facility. Trained staff to handle 75% business increases after launch.
- Managed merchandise handling operations to support semi-annual warehouse sales open to the public by successfully planning and scheduling staff, stocking and replenishing merchandise, and exceeding customer expectations during the 3-day event.
- Coordinated and executed transfer of all kitchen merchandise to new company resulting from sale of the kitchen business, assuring all inventory was accounted for, loads scheduled for pick-up and delivery, and reconciliation of discrepancies while remaining transparent to the customer.
- Actively involved in executing two expansions of facility to 290,000 square feet in 2007 then to 470,000 square feet in 2011 to meet business growth and productivity goals while maintaining daily business activities.

ADDITIONAL POSITIONS:

Manager, Order Fulfillment

Manager, Cosmetics Distribution Center

Receiving Manager, National Distribution Center

Education

UNIVERSITY OF NORTH TEXAS

B.B.A., Marketing