

Devon Carter

Area Manager

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Summary

Early-career Area Manager with 4 years leading front-line teams in 24/7 distribution environments, including a recent shift leading 90+ associates across Stow, Pick, and Pack. Owner mentality on safety, throughput, and associate engagement — delivered back-to-back quarters in the top quartile for UPH and attendance. Strong Bias for Action communicator who runs standup, coaches in-the-moment, and escalates with data. Targeting an Amazon Area Manager role to continue developing as an operator on the path to OM.

Experience

Area Manager, Outbound

Jul 2023 - Present

UPS

Harrisburg, PA

Lead the night-sort Pack and Ship area in a 600K sq ft ground hub moving 260K packages/shift.

- Direct 90+ associates and 3 leads across Pack, SLAM, and Ship; beat UPH target by 12% and damage target by 30% for 5 consecutive quarters
- Rebuilt the shift 5S standard work; cut walk time 22% and earned the district Q3 2024 Kaizen award
- Drove attendance from 82% to 94% by partnering with HR on a peer-mentor program that retained 41 associates through peak
- Led daily pre-shift using labor model outputs; reallocated heads in real time when volume shifted >15% from forecast

Shift Supervisor

May 2021 - Jun 2023

XPO Logistics

Carlisle, PA

Supervised inbound receiving for a regional LTL cross-dock handling 1,800 shipments/day.

- Coached 40+ associates on dock procedures, hazmat handling, and forklift safety — zero recordables in 24 months
- Implemented a trailer-door assignment heuristic that trimmed unload dwell time from 42 to 29 minutes
- Ran weekly safety huddles and monthly associate roundtables, lifting engagement from 67% to 88%
- Certified as a PIT trainer and onboarded 22 new equipment operators

Skills

Shift Leadership
Labor Planning & LMS
Process Path Management
Associate Coaching
Safety & OSHA
Standard Work & Kaizen
Excel / SQL basics
Amazon Leadership Principles

Languages

| | |
|---------|----------------|
| English | Native |
| Spanish | Conversational |

Strengths

Earn Trust

Round the floor every 90 minutes, know every associate's name, and run skip-levels monthly — engagement scores consistently above 85%.

Have Backbone; Disagree and Commit

Respectfully pushed back on a staffing plan, proved it with 2-week throughput data, and got 6 heads reallocated to a constraint path.