

# Priya Natarajan

Operations Manager

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## Summary

Operations Manager with 9+ years scaling high-velocity fulfillment and last-mile networks from 100K to 450K units/day. Proven track record of driving Ownership and Deliver Results across multi-shift teams of 300+ associates, 12 Area Managers, and 3 Process Assistants. Six Sigma Black Belt who pairs Dive Deep analytics with Insist on the Highest Standards execution, consistently landing sites in the top 10% of the network for cost-per-unit and safety. Ready to bring proven Day 1 leadership to an Amazon FC or Sort Center.

## Experience

**Operations Manager** Apr 2022 - Present

FedEx Ground Indianapolis, IN

Own end-to-end outbound operations for a 900K sq ft hub processing 450K packages/day across three shifts.

- Led a team of 300+ hourly associates and 12 salaried leaders, delivering 4 consecutive years of >99.3% on-time departure and 0.08% damage
- Drove a \$3.4M annual cost-out via slot re-profiling, labor model rebuild, and conveyor balance study — cost per unit dropped 11%
- Rebuilt the site safety program after a TRIR spike; achieved 14 months recordable-free and earned Regional Safety Leader recognition
- Partnered with Engineering on a pilot sorter upgrade that lifted theoretical rate from 12K to 18K packages/hour

**Senior Area Manager** Jun 2018 - Mar 2022

Walmart Fulfillment Services Bethlehem, PA

Managed outbound pack and ship for a 1.2M sq ft eCommerce fulfillment center supporting the Northeast.

- Oversaw 4 Area Managers and 220 associates across two shifts; beat UPH targets by 17% for eight consecutive quarters
- Launched a daily standup and 30-60-90 coaching cadence that dropped attrition from 38% to 19% in 12 months
- Led the site through its first Prime-equivalent peak (3.1M units in 6 weeks) with zero missed trailer departures
- Built a 14-KPI Tableau dashboard now used at 11 peer sites for shift handoffs

## Skills

Operations Leadership  
Lean / Six Sigma  
Labor Planning (LMS)  
Fulfillment Network Flow  
Root Cause & 5 Whys  
Budget & P&L Management  
Safety & OSHA Compliance  
SQL & Tableau  
Amazon Leadership Principles

## Languages

English Native

## Strengths

### Deliver Results

Hit or beat every annual operating plan since 2019, including a Peak 2024 that ran 18% over plan with zero safety recordables.

### Dive Deep

Use SQL and Tableau directly — not through analysts — to find root causes the Ops team can act on before standup.