ESPERANZA CRUZ

Distribution Center Manager

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SUMMARY

Distribution Center Manager with 9 years rising through Amazon and Target DC leadership. Owns 1.4M sq ft RDC, 380 associates, and $1.8B in annual throughput. Drove $11.4M cost-out, 21% UPH lift, and 99.5% on-time outbound.

EXPERIENCE

2020-Present
Edwardsville, IL (STL8)

Distribution Center Manager

Amazon Fulfillment

GM of a 1.4M sq ft non-sortable FC processing 360K units/day across 3 shifts.

- Drove $11.4M annual cost-out via labor productivity, dunnage rationalization, and trailer detention work.
- Lifted UPH 21% across the FC by re-sequencing wave releases and rebalancing AR-Sort lanes.
- Held TRIR at 1.4 (vs. 2.4 network benchmark) and sustained 99.5% on-time outbound through 2024 peak.
- Owns 380-associate, 14-Area Manager organization; cut regrettable attrition to 13%.
- Lifted internal promotion rate to 39% through deliberate development planning.

2015-2020
Madison, AL

Operations Manager

Target Distribution Center

Owned outbound at a 1.5M sq ft RDC supporting 92 stores across Alabama and Mississippi.

- Hit 99.6% on-time outbound across 220 daily trailer loads during 2019 peak.
- Cut OT spend $1.8M annually through float-pool deployment.
- Lifted dock productivity 17% via ABC slotting and pre-shift huddle redesign.

SKILLS

P&L Ownership | Lean Six Sigma | Manhattan WMS | Labor Planning | Safety Leadership

EDUCATION

2009-2013
Urbana, IL

Bachelor of Science

University of Illinois Urbana-Champaign

Industrial Engineering • GPA: 3.7

2015-2017
Chicago, IL

MBA

University of Chicago - Booth

Operations Management • GPA: 3.8