Maria Delgado

Operations Supervisor

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SUMMARY

Operations supervisor with 5 years in warehouse and fulfillment work, now running a 42-person day shift at an e-commerce fulfillment center in Phoenix. Handles shift scheduling, inventory control and safety compliance, and tracks productivity, accuracy and overtime in Microsoft Excel for the site manager. Brings calm leadership, clear communication and practical problem-solving to peak-season volume.

EXPERIENCE

Operations Supervisor 04/2024 - Present

Sonoran Fulfillment Services Phoenix, AZ

E-commerce fulfillment center for home goods and personal care brands.

- Oversee **42** pickers, packers and loaders on day shift, shipping 14,000 orders a day at 99.6% accuracy.
- Plan shift scheduling around daily volume forecasts, holding overtime under 5% of total hours in 2025.
- Coach associates through 30-day performance plans, raising shift units per hour 11% in 8 months.
- Run daily safety compliance checks on forklifts and dock doors, with zero lost-time injuries since 04/2024.

Shift Lead 08/2022 - 03/2024

Desert Ridge Distribution Tempe, AZ

Regional distributor of home and garden products.

- Directed 15 associates in receiving, unloading and putting away **25** trailers a day.
- Reconciled weekly inventory control counts in the warehouse system, cutting variances 40% in a year.
- Answered customer service calls from 60 store accounts about late or short shipments, solving most the same day.
- Wrote shift handoff reports in Microsoft Word and Outlook for the operations manager and the next shift.

Warehouse Associate 06/2021 - 07/2022

Valley Home Supply Mesa, AZ

Building materials warehouse serving contractors in the East Valley.

- Picked and staged **180** order lines a shift with a 99.8% accuracy rate.
- Trained 6 new hires on RF scanners, pallet jacks and dock safety rules.
- Prepared outbound pallets and paperwork for about 20 contractor deliveries a day.

SKILLS

- **Shift Scheduling**
- **Inventory Control**
- **Safety Compliance**
- **Performance Coaching**
- **Microsoft Excel**
- **Microsoft Word**
- **Outlook**
- **Customer Service**
- **Leadership**
- **Problem-Solving**

EDUCATION

Associate of Applied Science

Mesa Community College

Business Management

Mesa, AZ

05/2021

CERTIFICATES

OSHA 10-Hour General Industry

OSHA Outreach Training Program

02/2023

Certified Forklift Operator

Sonoran Fulfillment Services

05/2024