Tomas Herrera

Operations Manager

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SUMMARY

Operations manager with 8 years in logistics and operations management, including 4 years running a Phoenix moving and storage company with 18 employees and 6 trucks. Builds schedules, budgets and safety programs that keep crews on time and damage claims under 1% of jobs.

EXPERIENCE

Operations Manager

05/2022 - Present

Desert Line Moving & Storage LLC — Phoenix, AZ

Own and run a residential and commercial moving company with 18 employees, 6 box trucks and a 22,000 sq ft storage warehouse.

- Plan crew and truck scheduling for **140** moves a month, keeping on-time arrival at 96%.
- Direct budgeting and weekly labor targets, growing revenue from $640K to $1.9M while holding labor at 34% of sales.
- Oversee fleet management for 6 trucks with a preventive maintenance calendar that cut breakdown days from 19 to 4 a year.
- Train crews on OSHA compliance, lifting and packing standards, bringing damage claims under 1% of jobs.

Warehouse Operations Supervisor

03/2018 - 04/2022

Sonoran Logistics Group — Tempe, AZ

Third-party logistics provider running a 180,000 sq ft warehouse for retail and e-commerce clients.

- Supervised 35 associates across two shifts handling 9,000 orders a day at peak.
- Improved inventory control with weekly cycle counts tracked in Excel, raising accuracy from 96.8% to 99.6%.
- Built KPI reporting on pick rate, dock-to-stock time and overtime that the site manager used in client reviews.
- Resolved customer service issues for 12 client accounts, cutting order error complaints 40% in a year.

SKILLS

Operations Management

Scheduling • Budgeting

Fleet Management

Inventory Control

KPI Reporting

OSHA Compliance • Excel

Customer Service

Leadership

EDUCATION

Bachelor of Science

12/2017

Arizona State University

Tempe, AZ

Supply Chain Management

CERTIFICATES

OSHA 30-Hour General Industry

OSHA Outreach Training Program

06/2021