

MARC D. JACKSON

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SENIOR LOGISTICS MANAGER

Operations / Warehousing and Distribution / Transportation

Results-oriented, decisive senior manager with over 20 years of logistics, transportation, and distribution leadership experience in complex, multi-facility organizations within diverse industries. Designed and established logistics plans for growing and new markets, and negotiated and directed warehouse relocations. Strategic thinker with exceptional problem solving and interpersonal skills with proven track record of delivering revenue increases, cost reductions, and improvements in productivity, employee morale, and customer service.

Key Strengths

- Project Management
- P&L Accountability
- Strategic Planning
- Negotiations
- Productivity Increases / Cost Control
- Acquisitions / Consolidations
- Restructuring / Turnarounds
- Business Re-engineering
- Team Building & Training
- Multi-Site Management
- Change Management
- Labor Relations

PROFESSIONAL EXPERIENCE

The Healthy Back Store, Inc., Lorton, VA

2003–2005

VICE PRESIDENT OF LOGISTICS

\$30 million specialty retailer of products for back and neck health, with distribution centers in San Diego, Denver, Raleigh, Washington DC, and Boston serving 25 stores coast-to-coast.

Logistics leader for company operations; performed warehouse site selection and lease negotiation, facility consolidation, acquisition planning and execution, and inventory reconciliation. Developed budgets, established policies and procedures, and managed 3 direct reports and 20 indirect reports in 5 distribution centers.

Selected Accomplishments:

- \$132,000 savings in annual delivery and warehousing expenses realized by consolidating Richmond and Philadelphia warehousing and delivery operations into the Lorton facility.
- Increased cash flow by \$400,000-\$500,000 annually and saved between 2%-5% on charges from third party warehouse companies by establishing expedited returned goods pick-up process still presently in use with vendors.
- 32% cost savings per delivery, improved customer service, more reliable inventory, and cleaner facilities resulted from acquisition of new third party warehouse provider in Denver.
- 17% savings on lease expense attained by securing lease on new, larger warehouse space, which also resulted in a more efficient space to support market growth.
- Led operations team during acquisition and consolidation of store in the Raleigh market; completed process in less than a week, including conducting inventory at 2 new stores and a warehouse.

Digex, Inc., Beltsville, MD

2001–2003

WORLD WIDE LOGISTICS MANAGER

\$250 million wholly-owned subsidiary of MCI providing data and Internet web hosting services.

Directed logistics team consisting of 18 direct reports spanning San Jose, Beltsville, London, and one dotted line report in Tokyo. Accountable for management of hundreds of millions of dollars of technology inventory. Supported data center operations with customer support, product testing, equipment refurbishment services, and equipment liquidation for cash generation.

Selected Accomplishments:

- \$40,000 in savings and reduction in staffing accomplished by consolidating warehouse operations into the data farm, slashing 8-10 man hours per day in transit time.
- \$1 million in excess purchases saved by installing new inventory management system for accurate tracking of expensive computer hardware.
- Secured ongoing, annual \$120,000 revenue stream through exceptional performance in executing high-volume server installation project within a major client's 1-month required timeframe. Exceeded the typical 2-3 month turnaround time to deliver a project of this size through expert planning and teamwork between technical and operational teams.
- \$250,000 in revenues generated by striking contract with Internet auction house to dispose of vast quantities of obsolete equipment that was otherwise incurring storage and handling expenses.

Continued

Webvan Group, Inc., OAKLAND, CA

2000–2001

VICE PRESIDENT, OPERATIONS

Start-up Internet grocery company with market capitalization of over \$1 billion.

Commanded operations team preparing Baltimore and Washington, DC market launch. Performed P&L function, staffing, warehousing, distribution, receiving, inventory management, replenishment, and maintenance for 360,000 sq. ft. facility. Devised and executed operations improvement plans for distribution locations. Managed 10 direct reports and demonstrated leadership up and down the chain of command to build credibility with 110 front-line staff.

Selected Accomplishments:

- Led turnaround process in Chicago, reducing processing time by 19% through implementing productivity benchmarks that saved hundreds of hours of wasted production time. Staff morale rose from observing results of clear objectives and procedures communicated by management.
- Saved thousands of dollars by implementing inventory reserve control system at Oakland and Chicago facilities to prevent merchandise overstocks.
- 19% increase in productivity experienced immediately upon executing new facility layout and inventory profile plan that enabled faster order processing without increasing staffing.

U.S. Office Products, Washington, D.C.

1996–2000

DIRECTOR OF WAREHOUSE DEVELOPMENT (1998 – 2000)

Business-to-business supplier of office products and services with revenues exceeding \$1 billion in first year of operation.

Promoted from Vice President of Distribution and Facilities at Andrews Office Products (one of the charter U.S. Office Products companies) to corporate Operations. Designed and built new nationwide distribution facilities to consolidate operations. Oversaw dotted-line reporting relationships for 13 distribution centers coast-to-coast.

Selected Accomplishments:

- Consolidated 100 companies coast-to-coast into 13 hub distribution centers within 18 months, saving millions of dollars in duplicate inventory and lease costs. Standardized systems and processes for delivery and warehousing by implementing common technology.
- \$365,000 in rent recouped through consolidating and redesigning facilities, and \$50,000 eliminated per month in transportation and delivery expenses.
- Saved local facilities thousands of dollars per order by negotiating new supply contracts and re-engineering routing and delivery procedures.
- Designed and built 3 new distribution centers in Los Angeles, Portland, and Nashville in 9 months.

VICE PRESIDENT OF DISTRIBUTION & FACILITIES, ANDREWS OFFICE PRODUCTS (1996 – 1998)

Functioned in capacity of turnaround / change agent. Directed 18 managers and supervisors and 150 unionized employees.

Selected Accomplishments:

- \$350,000 in monthly revenues generated within half a year, turning around financial decline of over \$500,000 per month in losses.
- Restructured management relationships to increase accountability, developed productivity measurement systems, and established guidelines to improve customer service and communication.
- Cut payroll by 17.2% in distribution group, while improving customer service.

Previous Experience

SENIOR CUSTOMER SERVICE CENTER MANAGER, Office Depot Inc., Signal Hill, CA

1993–1996

DISTRIBUTION MANAGER, The Berton Company, Inc., Commerce, CA

1989–1993

EDUCATION

MASTER OF BUSINESS ADMINISTRATION

University of Phoenix, Fountain Valley, CA

GPA 3.9 – Graduated with honors on the Dean's list

BACHELOR OF SCIENCE

California State University at Fullerton, Fullerton, CA