

# THOMAS OCAMPO

Operations Professional

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Thomas is a consummate supply-chain and operations management professional with well over 18 years of experience in program management, process improvement, and team building, all while being highly analytical. Thomas has a proven record of success directing global Inventory, Quality, and Process improvement initiatives while managing projects across diverse groups along with a proven track record of exceeding business goals. Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals.



## Skills

- ◆ Project Management (working on PMP) ◆◆◆◆◆
- ◆ eCommerce fulfillment ◆◆◆◆◆
- ◆ Inventory & Warehouse Management ◆◆◆◆◆
- ◆ SAP | Manhattan WM | Oracle | Shopify ◆◆◆◆◆
- ◆ Strategic Planning ◆◆◆◆◆
- ◆ Training & Development ◆◆◆◆◆
- ◆ Six Sigma Green Belt | Kaizen ◆◆◆◆◆
- ◆ Operational Policies & Procedures ◆◆◆◆◆



## Work History

- ◆ **Aug 2021 - US Operations Manager / US IT**  
**Nov 2022** *Petal and Pup Chino CA*
  - Day-to-day management of the 3PL partnership/relationship and warehouse performance across inbound, outbound, and returns
  - Build KPI standards while analyzing data to ensure a high-quality customer experience, efficient operations, and inventory accuracy
  - Helped build fulfillment and freight strategies to optimize customer experience and costs

- Implemented and wrote ISO-based SOPs and Work Instructions better to prepare the company for audits and SOX compliance
- Created a plan and forecast unit volumes, materials inventory, and staffing needs
- Audit and reconcile 3PL and Freight invoices for accuracy and timely payments
- Drove down a 17% return damage rate to a 3% damage rate all with an overall 39% return rate
- Determined work procedures, analyze production errors, and recommend/implement corrective actions
- Shifted the company's overall technology strategy while saving over 60k+ annually

◆  
**Apr 2019 -  
 May 2021**

## **Global Inventory Control Manager / Project Manager**

*Pelican Products, Inc, Torrance, CA*

- Manages overall performance of the Worldwide supply chain related to inventory accuracy and control
- Collaborates with Finance on inventory valuation
- Leads definition and deployment of physical inventory count methodology
- Defines valuation of all types of inventory such as raw materials, WIP, and finished goods
- Managed integrity of inventory data in SAP
- Analyzes variances in inventory levels
- Defines and implements global inventory control KPIs
- Manages optimization of all types of inventory
- Develops standard operating procedures and business processes related to inventory control activities
- Identifies cost-effective and efficient solutions to resolve inventory exceptions
- Identifies continuous improvement opportunities
- Develops service-level requirements for logistics service providers related to inventory control
- Develops inventory reporting management dashboards
- Lead project manager to assist other company initiatives
- Lead projects from requirements definition through deployment, identifying schedules, scopes, and project implementation plans, including risk mitigation
- To coordinate internal and external resources, ensuring projects remain within scope and schedule in collaboration with project staff from various functional departments
- Analyze project progress and, when necessary, adapt scope, timelines, and costs to ensure that the project team adheres to project requirements
- Establish and maintain relationships with appropriate stakeholders, providing day-to-day contact on project status and changes.

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**Nov 2017 -  
 Mar 2019**

## **Operations Analyst**

*Strategic Materials*

- Extracting, compiling, and presenting data sets for reporting to provide project insights and management assistance

- Collaborating with end users to identify needs and opportunities for improved data management and delivery
- Preparation and distribution of daily, weekly, and monthly operations reports
- Developing analytical tools and streamlining processes for data flow and data quality with the operations group
- Mining data and monitoring data quality for reporting and analysis purposes
- Performing various production control activities, including gathering data for financial reports
- Preparing business-related reports and identifying trends in manufacturing, sales, finance, and general business conditions for the executive and operations teams
- Forecasting plant results and helping plant managers identify shortfalls in budget and chances for performance improvement
- Updating and maintaining daily Excel-based forecast models for forecast tracking and reliability
- Updating and running statistical data models and other algorithms; tracking results against forecasts and fine-tuning when required.

◆  
 Jan 2014 -  
 Jan 2017

## **Inventory Control Manager | Quality Control Manager | Operations Manager**

*Croc's, Shoes, Ontario*

- Managed a 450,000-square-foot warehouse, maintaining \$5.8 million in inventory
- Managed a staff of 22 associates to maintain a 99.78% absolute inventory accuracy and a 99.98% net accuracy
- Shipped over 80,000 units daily to support wholesale, retail, and eCommerce sales
- Managed distribution center operations while ensuring and maintaining direct, productive, and positive relationships between and among management and associates
- Implemented continuous improvement initiatives that reduce the cost of operations and improve service level, capacity, productivity, and quality
- Managed the inbound and outbound movement of products into and out of the distribution center
- Maintained strong relationships with vendors and internal stakeholders (e.g., sales, store operations, planning, finance).

◆  
 Jun 2012 -  
 Oct 2014

## **VP of Operations**

*DSTLD*

- 20Jeans, West Hollywood, Established and implemented various new successful operational standards while refining existing operating procedures to increase production output by 35% with minimal capital investment
- Developed and published company SOP documentation for the operation and customer success teams
- Successfully managed inventory control activities to increase inventory accuracy and improve location integrity

- Served as a mentor for younger staff members by demonstrating and fully explaining more efficient and productive methods of operation
- Provided operational data and analytical reporting to management
- Reduced shipping costs by 10% by migrating shipping from USPS to FedEx.

Jan 2007 -  
Oct 2011

### **Senior Operations Manager**

*Beachbody, LLC, Santa Monica*

- Architect for the operations to support the aggressive growth plan
- Coordinated with a team in managing high-pressure, fast-paced operational functions of a multi-channel, direct marketing company including front-end order management, third-party fulfillment (East and West coasts), order tracking, vendor management, cost management, systems auditing, and strategic relationships
- Managed the fulfillment of up to 100K eCommerce and network marketing customer orders per week.