

# CASANDRA COON

📞 585.233.8405 ✉️ coon.cassandra@gmail.com  <http://www.linkedin.com/in/casandracoon>

---

---

## SUMMARY

---

Experienced and results-oriented leadership professional with an accomplished background in all aspects of **supply chain (operations/distribution/logistics)**. Demonstrated exceptional knowledge to critically evaluate and optimize business processes that enable achievement of operational excellence. Reasoned problem solver with natural ability to analyze data and information to support sound decision making. Recognized as an effective leader with capability to drive productivity, develop talent, and collaborate across business functions. Strong and articulate communicator that utilizes organizational, interpersonal, and communication skills to foster productive working relationships. Value working in environments that encourage mutual trust, integrity, accountability alongside social responsibility to deliver business results and employee engagement. Areas of Expertise include:

- |   |   |
|---|---|
| ❖ Performance Management and Reporting      | ❖ Strategic Planning and Execution                  |
| ❖ Process Improvement (ACE, Lean Six-Sigma) | ❖ Customer and Employee Relations                   |
| ❖ Third Party Logistics (3PL)               | ❖ Leadership and Employee Development/Training      |
| ❖ Distribution Network Optimization         | ❖ Business Agility (Environment, Product, Industry) |
| ❖ Budgeting and Cost Management             | ❖ Enterprise Management System Implementation       |

---

## EXPERIENCE

---

TRANSPLACE, GREENSBORO, NC

**General Manager**

**2016–2019**

Spearheaded daily operations, customer relations, and strategic initiatives supporting a portfolio of up to 20 managed transportation services accounts. Responsible for performance of Operations Team consisting of 10–15 associates distributed across multiple corporate and external customer sites.

**Key Accomplishments:**

- ✓ Supported transformative organization changes; Transitioned between roles, reorganized operations teams and adapted to varying client/industry requirements
- ✓ Successfully managed accounts generating up to 400,000 annual shipments and \$88M gross revenue
- ✓ Developed and implemented new carrier strategy yielding \$237K annual savings for a major customer
- ✓ Served as operations lead on cross-functional team; Successfully transitioned 50 customers to a new transportation management system in less than 18 months

SCHENKER LOGISTICS, BROWNS SUMMIT, NC

**General Manager**

**2013–2016**

Provided expert leadership and management oversight of 1-2 million square foot Proctor & Gamble distribution center supported by a 7-person staff with 500+ warehouse personnel. Managed all client contracts, on-site relations, performance and operational goals, all while driving process improvements to decrease costs and enhance quality.

**Key Accomplishments:**

- ✓ Awarded Distribution Center of the Year within the Proctor & Gamble network; consistently outperformed safety, inventory load accuracy, retention, on-time service, and productivity KPIs
- ✓ Drove operational cost savings in excess 8% or \$2.48M against \$31M budget through effective integration of volume forecasts and productivity enhancements
- ✓ Produced additional savings of \$650K over a six-month span while handling extreme volumes
- ✓ Earned promotion from finance manager to general manager by demonstrating strong customer relations, a clear understanding of operations, and support of upcoming business strategy changes

# CASANDRA COON

📞 585.233.8405 ✉️ coon.cassandra@gmail.com  <http://www.linkedin.com/in/casandracoon>

---

**LENEL SYSTEMS INTERNATIONAL, PITTSFORD, NY**

**Director of Operations**

**2011–2013**

Led 30-person order fulfillment operation that included order services, customer care, software licensing, warehousing, and return order-processing functions. Executed program that resulted in decentralization of customer service, operations, and distribution to a network of global business entities.

**Key Accomplishments:**

- ✓ Improved fulfillment cycle and inventory accuracy, resulting in the delivery of \$4.2M net inventory reduction and average 16.6 annual inventory turn
- ✓ Established a Customer Care Team which ultimately boosted customer experience, improved order processing time by 9% (12 hours)
- ✓ Decreased fulfillment cycle by 47% (from nine days to five); on-time performance increased by 4%; revenue-on-hold reduced by 92% (from \$1.5M to \$200K)
- ✓ Instituted daily audits and weekly cycle counts, as well as the use of scanners to decrease miss-picks and maintain inventory accuracy

**HOME PROPERTIES, INC., ROCHESTER, NY**

**E-procurement Manager**

**2009–2011**

Served as corporate subject matter expert responsible for maintenance and deployment of third-party, Web Based procurement application. Managed all project communication, deliverable, training, and implementation activities.

**Key Accomplishment:**

- ✓ Successfully launched new e-procurement application in under 9-months; Transitioned 107 sites and 50+ vendors to new platform in accordance with project business, budget, and schedule requirements

**NETFLIX, ROCHESTER, NY**

**Regional Operations Manager**

**2003–2008**

Administered six regional distribution centers consisting of 160+ employees located across multiple states. Maintained active involvement with team to incorporate best practices from high-performing locations.

**Key Accomplishments:**

- ✓ Attained top employee satisfaction rating throughout 37 locations by exceeding targeted goals
- ✓ Improved year-over-year unit cost by 17%
- ✓ Lowered defect rate by 58% by increasing audit and production floor presence; Lowest in company history
- ✓ Recognized for obtaining zero lost time due to injuries for over 29 months of operations
- ✓ Administered and implemented the master plan for the opening of Rochester Hub, which included hiring and training employees, and installing equipment

**RYDER INTEGRATED LOGISTICS, MULTIPLE LOCATIONS**

**Logistics Management**

**1992–2003**

Managed various aspects of transportation and logistics activities for dedicated contract carriage accounts.

---

## EDUCATION

---

**Master of Business Administration** | UNIVERSITY OF OKLAHOMA, NORMAN, OK

**Bachelor of Business Administration in Transportation and Logistics** | IOWA STATE UNIVERSITY, AMES, IA

---

## COMMUNITY LEADERSHIP

---

YMCA Volunteer | Invest in Youth | Bright Beginnings | Mentor  
Philanthropist | Environmental Conservation and Sustainability  
Certified Water Fitness Instructor | CrossFit | Biking | Golf | Skiing | Pilates | Hiking