Emerson Fontaine

Operations Coordinator

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SUMMARY

Operations coordinator with 3 years of experience across logistics and multi-site retail, managing vendor schedules, inventory counts and daily reporting for 18 locations. Rebuilt the delivery scheduling process to cut late shipments by 22% and now trains new coordinators on the ticketing system. Known for catching small problems before they become late orders.

EXPERIENCE

Operations Coordinator — Palisade Retail Group

Charlotte, NC · Feb 2023 – Present

- Coordinate daily delivery schedules across 18 store locations, rebuilding the dispatch process so late shipments dropped from 15% to 22% fewer per month.
- Manage relationships with 11 vendors, tracking 200+ monthly purchase orders and resolving discrepancies before they delayed store restocking.
- Built a shared tracking sheet in Excel and Power Query that replaced 6 separate store spreadsheets, cutting weekly reconciliation time from 5 hours to 1.
- Trained 4 new coordinators on the Zendesk-based ticketing system, reducing average ticket response time from 2 days to 6 hours.

Operations Assistant — Crestline Freight Solutions

Charlotte, NC · Aug 2021 – Jan 2023

- Scheduled and confirmed 90 weekly freight pickups across 3 regional warehouses, keeping on-time pickup rate above 96%.
- Processed and filed 150 monthly shipping documents, cutting document retrieval requests from the billing team by half.
- Supported the operations manager with weekly KPI reports in Excel, tracking on-time delivery, damaged-goods claims and warehouse capacity.

SKILLS

Coordination: Scheduling, vendor management, purchase orders, inventory tracking

Tools: Excel (pivot tables, Power Query), Google Workspace, Zendesk, Asana

Systems: NetSuite (basic), QuickBooks (basic), shared calendars and dispatch boards

Process: SOP documentation, onboarding new staff, KPI tracking

CERTIFICATIONS

CAPM (Certified Associate in Project Management), 2023

EDUCATION

B.A. Business Administration, University of North Carolina at Charlotte, 2021

Fictional example by FindAJobAI: the person, employers and numbers are invented.