Brandon Kowalczyk

Operations Supervisor, Night Shift | Operations Associate and Team Lead

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PROFESSIONAL SUMMARY

Shift operations supervisor with two years leading teams of 25 in a regional fulfillment center, ready for a first operations manager role. Runs daily huddles, builds schedules around volume forecasts and fixes bottlenecks with simple Lean tools. Known for low turnover on his shift and a clean safety record.

EXPERIENCE & PROJECTS

Bluebonnet Fulfillment Services · Austin, TX **Jul 2024 — Present**

Operations Supervisor, Night Shift

- Lead 25 associates and two leads on the night shift picking and packing ecommerce orders, meeting the next-day ship cutoff through the holiday peak.
- Reorganized pick zones with 5S and slotting changes based on order data, reducing walking time and raising units picked per hour on the shift.
- Built a weekly labor plan in Excel from volume forecasts, cutting overtime while keeping shift staffing aligned with order spikes.
- Ran daily safety huddles and weekly floor walks, with the shift finishing the year with no recordable injuries.

Bluebonnet Fulfillment Services · Austin, TX **Jun 2023 — Jun 2024**

Operations Associate and Team Lead

- Trained 30 new associates on picking, scanning and quality checks, writing a one-page guide still used in onboarding.
- Tracked mispicks by cause and worked with the supervisor on label changes that lowered return claims from the zone.

Peak season readiness plan

- Drafted the shift's peak readiness checklist covering temporary staff training, equipment checks and backup procedures, adopted by both day and night shifts.

EDUCATION

BBA, Supply Chain Management **2023**

Central Texas State University

SKILLS

Technical: Team supervision, Shift scheduling, Lean tools (5S, standard work), KPI tracking, WMS, Excel, Labor planning, Safety walks, Root cause analysis, Onboarding and training

Certifications: OSHA 10-Hour General Industry