



Sam Wright

Online Order Fulfillment Store Manager

PERSONAL INFORMATION



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email@email.com



City, ST

KEY SKILLS

- Buy online, pick up in store (BOPIS)
- Fulfillment accuracy
- Order staging
- Return management
- Shipping logistics
- Stockroom optimization

EDUCATION

- **Bachelor of Science in Logistics and Supply Chain**
Oregon State University | 2015

ABOUT ME

Order Fulfillment Store Manager experienced in managing BOPIS, ship-from-store, and online return systems

7 years in hybrid brick-and-mortar and online fulfillment. Specializes in backroom logistics, real-time inventory systems, and maintaining high-speed fulfillment standards.

PROFESSIONAL EXPERIENCE

FULFILLMENT MANAGER | TARGET, PORTLAND, OR
MARCH 2020 - PRESENT

- Oversaw fulfillment operations with 99% order accuracy and same-day turnaround
- Reduced return processing times by 40% through updated staging protocols
- Trained team on fulfillment software and real-time stock management

BACKROOM SUPERVISOR | KOHL'S, BEAVERTON, OR
JULY 2016 - FEBRUARY 2020

- Managed online order pull lists and ensured timely shipment
- Maintained KPIs for speed-to-shelf and out-of-stock flags
- Collaborated with customer service to manage the return experience