

Joseph Cullen

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Dynamic, results-oriented MBA professional

SUMMARY OF QUALIFICATIONS

- Goal-centered problem-solver with a proven track record of increasing sales and revenue, boosting productivity, cutting costs, and maximizing efficiency in a wide range of customer service settings
- Strong analytical skills, identifying opportunities to improve on core competencies
- Highly effective leader with unsurpassed interpersonal skills and experience managing small and large teams
- Big-picture visionary aligning daily operational results with long-term organizational goals

PROFESSIONAL EXPERIENCE

Warehouse Supervisor, Quality Steel Fabricators, Saint Paul, MN September 2012-Present

- Successfully completed a Six Sigma project to reduce truck retention time, reducing the percentage of shipments exceeding 155 minutes (check-in to check out) from 20% of all shipment to 10%; At the completion of the project, truck retention time exceeding 155 minutes was only 3.03% of all shipments, greatly surpassing the goal
- Responsible for reviewing and evaluating, and processing customer, carrier, and transportation issues
- Directed movement and storage of goods; conducted market analysis to identify trend lines for market load to truck capacity, load volume surges, geographic trends, haul rates, fuel surcharge changes, and FTR Trucking Conditions Index levels; developed loading procedures with a focus on safety and productivity; monitored carrier performance to ensure on-time deliveries; and conducted driver audits that focused on safety compliance
- Managed freight and warehouse budget; coordinated inter-company and customer freight plan; analyzed specific freight lanes to help leverage rate negotiations
- Utilized Best Transport to build loads, assign carriers, and control traffic flow of inbound and outbound shipments
- Responsible for the direction, supervision, and organization of the warehouse; conducted weekly inventories to maximize product movement and reduce loss; and streamlined product movement mix to take advantage of potential short term trends of shipments by truck, rail and multi-modal transportation

Data Operations Supervisor, United Parcel Service, Roseville, MN August 2009–August 2012

- Executed supply chain strategy TQM plans, streamlining the delivery process and improving logistical efficiencies
- Forecasted daily package volume and stops per on-road hour to maximize dispatch and route development
- Reviewed driver routes to identify redundancies, optimize flow, and increase productivity
- Analyzed daily reports to explicate data necessary for critical decision-making activities such as payroll management, dispatch efficiency, service exception analysis, and revenue growth opportunities

Director of Operations, Stivers Consultants, Minneapolis, MN June 2008–July 2009

- Assisted small businesses with strategic operations designed to maximize revenues, optimize cash flow, and maintain a sustainable competitive advantage with a focus on long-term growth
- Provided in-depth analysis of financial, operational and sales functions of the business, identifying strengths and deficiencies, resulting in an average savings of 18% in expenses and 27% increase in revenue from new sources of business
- Developed customized sales and marketing plans designed to find new sources of business and build a loyal customer base
- Managed accounts payable and receivable, bank and credit card reconciliation, general ledger posting, inventory and job- costing, invoicing, payroll/paycheck processing, quarterly and year-end payroll tax filing, W-2's, W-3's and 1099 preparation

PROFESSIONAL EXPERIENCE (CONTINUED)

Chief Executive Officer, Latent Assets Freight Brokerage, Eagan, MN May 2003–May 2008

- Established long-term relationships with customers while consistently developing new sources of business, growing an average of 67% annually
- Facilitated operational execution including the sourcing of carriers, rate negotiations, contract development, and superior customer service through effective, prompt communication, consistent follow-up, and 100% problem resolution
- Prepared and analyzed management and financial reports, budgets, expense reports, and sales forecasts
- Identified and framed organizational growth opportunities; developed sales and marketing plans; and created a market penetration strategy
- Managed all accounting from A/P, A/R, banking, payroll and profit and loss analysis through QuickBooks

Operations Manager / Property Accountant, CSM Corporation, Minneapolis, MN March 2000–May 2003

- Oversaw guest relations, employee supervision and overall management for the entire Depot Complex, which included a 120 room Residence Inn Hotel, 236-room Courtyard Hotel, 60,000 square feet of catering and banquet space, a full service restaurant with room service, the Depot Ice Arena, and a 15,000 square foot indoor Water Park
- Developed pricing strategies to maximize room revenue. Managed public relations and media events
- Created accounting standard operating procedures as part of the pre-opening of the Depot Complex
- Prepared annual budget and monthly profit and loss statements; audited monthly food and beverage inventories; performed daily income audit, cash reconciliation, and credit card reconciliation
- Set-up new vendor accounts, performed credit checks and authorized all direct bill accounts
- Developed, organized and maintained accounts receivable and payable

EDUCATION

Master of Business Administration, Concordia University, St. Paul, MN May 2015

Bachelor of Science, Management, University of Wisconsin – Stout December 1992
Emphasis: Training and Human Resource Development

LICENSES AND CERTIFICATIONS

Train the Trainer Certification

The Seven Habits of Highly Effective People Certification

Meeting Solutions Service Training Certification

Principle-Centered Leadership Certification

Labor Relations (intermediate & advanced)

Anti-Corruption Compliance Training (levels 1-4)

Proficient in the following: QuickBooks, Microsoft Word, Microsoft Excel, Microsoft Access, Microsoft PowerPoint, Microsoft Publisher and Microsoft Office Visio