

Karen Whitaker

Distribution Manager | Multi-Site Distribution, Cost Control & Service Excellence

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SKILLS

Distribution Leadership:

P&L & Budget Management, Labor & Capacity Planning, Team Leadership (65 FTE), Carrier & Transportation Oversight, Customer Service Levels (OTIF), Continuous Improvement, Vendor Management

Operations & Safety:

Warehouse Layout & Flow, Inventory Accuracy, Safety & OSHA Compliance, Cost per Case Reduction, Peak-Season Planning, SOP Development

Systems:

Manhattan WMS, Oracle TMS, SAP, Kronos, Power BI, Excel (Advanced), Microsoft Project

EDUCATION

Bachelor of Science in Supply Chain & Logistics Management

Purdue University — West Lafayette, IN
2022 | GPA 3.5

CERTIFICATIONS

- Lean Six Sigma Green Belt
- APICS CSCP — in progress
- OSHA 30-Hour General Industry

SUMMARY

Distribution Manager with 3.5 years of experience overseeing outbound distribution for two regional distribution centers serving 400 retail and wholesale customers. Led a team of 65, improved on-time-in-full (OTIF) from 91% to 97.5%, and reduced cost per case by 11%. Skilled in budgeting, labor and transportation management, WMS, safety, and continuous improvement.

EXPERIENCE

Distribution Manager

Jan 2024 – Present

Hoosier Foods Distribution — Indianapolis, IN

- Manage two distribution centers (420,000 sq ft combined) with 65 employees, 4 supervisors, and a \$9.2M operating budget.
- Improved OTIF from 91% to 97.5% and reduced cost per case by 11% through labor standards, slotting, and carrier consolidation.
- Led peak-season planning that handled a 38% volume increase with zero service failures and 14% lower overtime.
- Reduced recordable injuries by 45% by launching a behavior-based safety program and ergonomic improvements.
- Negotiated carrier contracts covering \$4.6M in freight, saving \$390K annually.

Operations Supervisor

Jul 2022 – Dec 2023

Crossroads Wholesale Distribution — Indianapolis, IN

- Supervised 30 associates on two shifts; improved order accuracy from 98.4% to 99.5%.
- Created daily performance boards and standard work that raised picks per labor hour by 16%.
- Led a 5S and layout project that shortened receiving-to-stock time by 40%.
- Coached 4 team leads, 2 of whom were promoted to supervisor.

SELECTED PROJECT

Network Rebalancing: shifted 18% of outbound volume between sites, saving \$520K in freight and improving average delivery lead time by half a day.