



NICHOLAS BARNES

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Professional Summary

Operations professional with 4+ years of experience leading high-volume logistics operations, improving workflows, and driving measurable performance in fast-paced environments. Skilled in process improvement, workflow optimization, cross-functional collaboration, data analysis, and operational execution. Proven ability to identify bottlenecks, implement scalable solutions, and support complex operations through clear systems, accountability, and performance tracking.

Key Achievements

- Increased operational productivity by 21% within one month (84.3 to 102.2 units/hour) through workflow improvements, accountability systems, and execution-focused leadership.
- Designed standardized readiness workflows that contributed to a 9% productivity increase within one month while sustaining peak output at 111.5 units/hour.
- Promoted from Fulfillment Associate to Area Manager within one year based on operational performance, leadership impact, and execution consistency.
- Selected as a resolver group member to support advanced sortation quality improvement initiatives and operational defect reduction.

Core Skills

- Logistics Operations
- Process Improvement
- Workflow Optimization
- Cross-Functional Collaboration
- Data Analysis & Reporting
- Operational Execution
- Operational Planning
- Continuous Improvement

Professional Experience

Amazon

Area Manager II

03/2024 - Current

- Lead high-volume operations managing 90+ associates, increasing productivity by 21% within one month through improved accountability, execution standards, and workflow coordination.
- Designed and implemented standardized operational readiness workflows that reduced delays and contributed to an additional 9% productivity increase.
- Identified and resolved operational bottlenecks across fulfillment and logistics workflows, improving throughput while maintaining quality and service standards.
- Improved safety performance from 71% to 93% favorable by strengthening accountability systems, compliance standards, and operational consistency.

Amazon

Area Manager I

01/2021 - 08/2022

- Played a key role in launching a new Amazon operational department, helping establish workflows, execution standards, process structure, and team coordination in a high-volume environment supporting 100+ associates.

- Owned day-to-day operational execution across assigned fulfillment areas, ensuring consistent productivity, quality, and safety performance.
- Implemented process improvements and standardized procedures that improved operational flow, reduced defects, and stabilized execution across shifts.
- Led operational reviews and performance discussions with cross-functional partners to support accountability and continuous improvement initiatives.
- Supported workforce planning and labor allocation to maintain operational efficiency and execution consistency in a fast-paced environment.

Amazon

Fulfillment Associate

01/2020 - 01/2021

- Executed high-volume fulfillment operations while maintaining productivity, quality, and safety standards.
- Promoted to Area Manager within one year based on operational performance, leadership potential, and execution consistency.

Education

University of Illinois At Chicago | Chicago, IL

Bachelor of Science in Kinesiology

12/2019

Concentration: Exercise Science & Health Promotion

Operational Process Improvement Initiatives

Operational Readiness & Supply Assurance Workflow

- Designed, tested, and implemented a standardized pre-shift readiness workflow to ensure operational areas were fully prepared before execution began.
- Reduced material search time, improved execution consistency, and drove a 9% productivity increase while sustaining peak output at 111.5 units/hour.

5S Workspace Organization & Safety Initiative

- Led a 5S-based workspace organization initiative by establishing standardized staging areas and operational organization systems.
- Improved visual management, reduced operational clutter, and strengthened accountability and compliance standards across the department.

Advanced Sortation Quality Improvement Program

- Selected as a resolver group member supporting advanced sortation operations focused on quality improvement and defect reduction.
- Developed targeted refresher training for associates with elevated quality errors and trained high-performing associates as quality coaches to support audits, peer coaching, and operational feedback.