

Elena Brooks

SUPPLY CHAIN PROGRAM MANAGER | FULFILLMENT OPERATIONS

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SUMMARY

Supply chain program manager with 8 years of experience improving fulfillment, inventory, and vendor operations. Leads cross-functional programs from root-cause analysis through rollout, with verified results in cycle time, service level, and working capital.

EXPERIENCE

Supply Chain Program Manager · Stonebridge Retail 2022 – Present

- Redesigned replenishment rules across 3 distribution centers and reduced priority stockouts by 21%.
- Led an inventory-quality program with finance, merchandising, and warehouse teams, releasing \$2.4M in excess working capital.
- Built a weekly supplier-risk review covering 46 vendors and cut late escalation time from 5 days to 2.

Senior Operations Analyst · Riverline Goods 2019 – 2022

- Automated capacity reporting for 11 fulfillment sites and replaced a 9-hour monthly spreadsheet process.
- Modeled seasonal labor scenarios that supported on-time shipping above 97% during two peak periods.

Operations Analyst · Northfield Distribution 2017 – 2019

- Analyzed carrier exceptions and documented corrective actions with transportation and customer-service teams.

CORE SKILLS

Supply Chain Strategy · Inventory Planning · Program Management · Vendor Operations · Root-Cause Analysis · SQL · Excel · Tableau · ERP Systems

EDUCATION

B.S. Operations Management · Great Lakes University 2017