

JC (Juan Carlos) Arencibia Jr.

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Experience

AREA MANAGER II | CHEWY | MARCH 2022 – PRESENT

AVP1

- Improved OB Induction CPLH from an average of 67 to 86 through team development and resetting standards. Improved from being the worst site in the network overall
- Supported an additional 30 hours to multis picking which supported outbound's overall performance by an average of 0.7 TPH on an average of 1900 hours

WFC2

- Improved IB TPH to 145 that previously averaged 110 TPH in previous year
- Started Kaizen for Move X Put away cost savings that has saved \$10,000 for the fiscal year
- Improved TPLH of IB from an average of 2.6 to 3.1 through focus of non reach put away percentage
- Reduced LP Guesses by 60% for IB put away drivers. Site was worst in the network for LP validation 1st week of the fiscal year and was improved to the best in the network the following week
- Partnered with IC to improve True Floor Denial DPMO and reduce LIARs for the site on Dog Run. IB root cause was put away wrong locations. Action plan was to remove team members barrier by relocating barcode placement to reinforce standard work with a goal to reduce LIAR cost by 50% and saved the company \$45k in adjustments
- Deep dived into IB retention from 6 months of data to discover that the department had a 45% retention rate with 85% of team members having a safety incident in their first month on equipment. Further partnered with learning to add an "Incident Mitigation Training" and 1 additional hour of training for PIT equipment. Over the past 3 months, IB has a retention of 80% now with only 5% having a recordable safety incident
- Relocated the location of VAS/ small parcel to reduce travel time for put away drivers and give space for OB transfers. Flipped breakdown and full pallet RECs to make receiving process safer and flip full pallet Recs more efficiently. Reduced IB REC lanes actively used from 6-to-4/, 33% reduction reducing travel and improving on-spot support
- Redesigned IB leads DMCL for a Dock Flow lead and Admin/ Engagement lead. Gave each lead Input metric projects to analyze and develop action plans for each of their development
- Improved OB's shift planning from 23% accuracy to 90% accuracy through coaching's, development, and execution

RNO1

- Launched IB nightshift for RNO1
- Developed multiple TMs internally to promote within to leadership and critical roles as needed to perform for operations for site launch of RNO1. Earns team members trust and trouble shoots team member issues to mitigate attrition. Internally promoted 2 TMs to lead level
- Built a culture of safety and customer focus to meet efficiency standards for customer shipments by hitting TPH & TPLH goals consistently for the department
- Partnered with OM to adjusted labor plan to offset TPH/ TPLH goals for days and nights to ensure that IB was hitting S&OP weekly goals and to mitigate aging inventory on the dock that was accumulating in VAS/ litter/ OP put away
- Reduced PO reconciliation by 74% increasing the amount of freight processed

AREA MANAGER | AMAZON TEB9 | JULY 2020 – MARCH 2022

- Managed production increase in each receive volume for night shift by 200% improving the average from 40-50k to 80-100k to over the course of 3 months resulting in outproducing day shift's volume
- Improved metrics of SLI for 180 direct reports by 7% to 4.8 by above the benchmark standard by creating and promoting a culture of safety as the primary focus while earning the trust and building relationships with associates and peers
- Re-created the double buffer in Outbound Dock to two single buffers with weekly lane layouts based off delivery destinations to improve the overall organization and efficiency of the dock
- Ran a UIS (sort) contest across all 4 shifts resulting in a 3% rate increase for my shift and averaging a 4% increase across the other 3 shifts
- Mentored and developed 4 Tier 1 associates to be promoted to Process Assistant (Team Lead). Mentored two process assistants to develop to L4 Area Managers
- Partners with HR to run associate driven events. Coordinates with various vendors and develops budgets accordingly to deliver high engagement on these events

RESTAURANT MANAGER | DAVE AND BUSTERS | NOVEMBER 2018 – FEBRUARY 2020

- Motivating and coaching the hourly team, running stellar shifts, and ensuring each of every guest has a positively unforgettable experience
- Schedules wait-staff of over 30 people weekly based off volume trends comparing to budget as well as forecasting to weather and town events
- Improved server's weekly sales scores by 12% through various initiatives and contests maximizing sales in-house
- Established more efficient sections and quantity of tables for waitstaff to improve guest feedback by a positive 5%

CAMP/ SPORTS DIRECTOR | RIDGEWOOD YMCA| MAY 2011 – OCTOBER 2018

- Designed, implemented and evaluated camp programming for two summer day camps, sports programming, and enrichment programs while managing each of their respective year-round budgets
- Increased day camp enrollment by 15% from a downward progression based off re-enrollments from delivering high-quality summer programs
- Developed 2 sport programs from scratch for tennis and pickleball that reached 95% headcount of previously established sports
- Identified, trained, and evaluated staff progressively in camps and sports programming

Education

BACHELOR OF SCIENCE IN SOCIOLOGY | DECEMBER 2017 | RUTGER'S UNIVERSITY, NEW BRUNSWICK, NJ