

# JASON D. ZAPP

New York • Mobile: 716-525-2746 • Email [jason@hrsc.us](mailto:jason@hrsc.us)

## EXECUTIVE/SENIOR LEADERSHIP - OPERATIONS - PROJECT MANAGEMENT

### STRATEGIC BUSINESS DEVELOPMENT | OPERATIONAL EXCELLENCE | CHANGE MANAGEMENT

- One of the most respected warehouse and distribution specialists in the country. Bringing proven success by developing teams and building key relationships with all relevant stakeholders.
- Over 20 years' experience in executive, senior and other key managerial roles in the manufacturing, warehouse, logistics, and distribution industries, producing, storing, and/or shipping a range of finished products or supplies to customers on a global scale, overseeing operations in warehouse facilities up to 1.1M SF, with up to 10 direct-reports, and up to 200 employees, setting operational initiatives with corresponding targeted goals and objectives, ensuring quality, compliance and deliverability, supporting marketing/sales generating revenues of \$130M per year
- Proficient in the designing and judicious management of budgets, reviewing and monitoring multiple center P&L reports, maintaining expenses below projections, and frequently directs modifications to operations, accordingly, to grow and maintain profitability exponentially
- Establishes rapport quickly with multicultural, diverse customer populations, forging new or strengthening existing professional business relationships through a customer-centric approach, and based upon mutual trust, confidence, and integrity
- Recognized and highly credited for achieving immediate and positive impacts on business operations, initiating, designing, developing, and implementing innovative processes and procedures to streamline efficiencies and expedite distribution with increased accuracy and cost savings, managing multiple projects running simultaneously within critical, tightly scheduled deadlines
- Builds new high-performance or successfully restructures teams, retaining quality employees through solid Team Building concepts, excellent communications and respected leadership skills, guiding, directing, and motivating individuals to maximize productivity and their own personal potential
- Spearheads the design and implementation of best business practices for any company, especially successful in large warehouse environments, establishing new or updating existing corporate SOPs, including for customs/trade compliance, inventory management, sourcing/procurement, as well as distribution management, driving efficiency, cost reductions, on-time delivery, and supply chain reliability logistics
- Leverages technology to enhance productivity, Windows, MS Office, proprietary Warehouse Management Software, Manhattan Scale, High Jump, Microsoft D365, Fishbowl, Dakota, QuickBooks, NetSuite and other ERP systems, etc.
- Demonstrated proficiency in mergers and acquisitions, leading operational due diligence, supporting valuation and deal structuring, and executing post-acquisition integration initiatives
- Utilized as a knowledgeable and respected resource, highly regarded and relied upon by private clients, principal ownership, all levels of management, staff, business partners, and clients, the "go-to" professional and subject matter expert (SME), to provide sound judgment, well-informed decision-making, and solutions to complex operations, global sourcing, production, quality, logistics, deliverables, regulatory compliance, as well as labor and client relations, through the formulation and implementation of effective strategic planning, when others cannot

## PROFESSIONAL EXPERIENCE

11/23 - Pres. ***Subject Matter Expert (SME) – Warehouse and Distribution; Supply Chain Management***  
Launch NY, Buffalo, New York – Entrepreneur in Residence – Freelance

2017 - Pres. ***Independent Business Consultant***

JD Zapp Consulting, Buffalo, New York - *Freelance*

- Created the startup business to provide business consulting services, with an overriding focus on helping businesses operations achieve maximum efficiencies with the current teams in place.

2024 -2025 Goodwill NYNJ Brooklyn, NY

- Develop strategic plans and implement path forward for warehousing, logistics, and recycling

2022-2024 AP Moller Maersk, Warehouse and Distribution (WnD) North Americas - *Contracted*

- Implemented, managed and launched customer programs inside Maersk's Warehouse and Distribution
  - Amazon Distribution Center Fulfillment, Burlington NJ
  - Chewy Distribution Center Fulfillment, Kearny NJ
  - IKEA Food Logistics Distribution, Houston TX
- Manage all stakeholders in customers distribution pipeline
- Functioned in a liaison capacity, resolving issues in collaboration with HR, Legal, and Finance, developing and managing all stakeholder relations and expectations
- IKEA's food logistics, personally setting up their new cold storage facility in Houston, overseeing the transfer of goods from 4PL to Maersk's cold-chain distribution center in Baytown, Texas

### Accomplishments

- Managed inventories up to \$500M using Manhattan Scale, High Jump and Amazon's AFTX
- Established and managed third-party transport internationally, across USA, Canada, and Mexico, directing the inbound and outbound shipping of a wide range of products
- Managed the initiation and implementation of various processes in 3 automated warehouses, including 1 warehouse up to 1.1M SF, establishing management of up to 1500 SKUs, with additional SOP for pallet positioning, as well as cold and bulk storage
- Recognized and credited for saving one client up to \$500K through the review of multiple billing processes performed incorrectly, and resolved such errors through KPI-compliant audits

2017- Alexandria Professional, Warehouse Distribution and Manufacturing

4/17 - 07/22

***Chief Operating Officer – Warehousing, Distribution & Production***

Alexandria Professional, Clarence, New York

- Solely responsible, overseeing all production and international logistical operations for the warehouse, logistics, production, and distribution of the company's signature skin care and hair removal products
- Guided, directed and supervised 10 direct-reports and 25 employees, ensuring quality and timely shipment, driving YOY growth to \$13M throughout the tenure
- Managed 2 international fulfillment centers situated in Sydney, Australia and Nijmegen, Netherlands, personally coordinating all aspects of conducting commerce internationally, with shipments directly fulfilled through the US FDA-compliant facility
- Constantly re-assessed and re-prioritized production schedules to meet customers' demands based on the hierarchy of various urgencies, including resolving supply chain management issues, production changes and/or delivery date variances, meeting and/or exceeding all stakeholders' expectations
- Spearheaded all new product development, from design, prototype, testing, quality assurance, packaging, as well as distribution, maintaining alignment with the company's mission, directives and loyalty to customers in producing holistic, vegan, and gluten-free products
- Functioned as liaison and trusted advisor, collaborating with distributor networks to ensure compliance to documentation with requirements varying throughout the world in individual countries, working closely with product registration with regulatory authorities to ensure unencumbered marketing, sales, and distribution

**Accomplishments**

- Significantly influential for overseeing all elements of strategic project management, consistently achieving milestones for multiple product launches and distributions, occurring simultaneously, recognized and credited for securing 163% YOY growth FY 2018 - 2019, with 333% sales revenue growth throughout the tenure, \$3M to \$13M, unprecedented in the company's history
- Oversaw the procurement of all stocked goods and raw materials from suppliers, sourced globally, brokering agreements with both suppliers and vendors, responsible for the successful building and strengthening of such carefully selected strategic partner relationships

12/14 – 03/17

***Director of Operations***

Will Foods, Buffalo, New York

- Managed day-to-day operations ensuring all departments followed proper protocols and procedures
- Oversaw the design layout and managed the 3-temp zone USDA-inspected distribution center, supervising 2 direct-report Warehouse Managers and up to 75 warehouse associates
- Installed all functions of a 3-temp zone Warehouse Management System (WMS) and managed the interface between host and WMS
- Implemented attendance policy, weekly selector incentive (based on accuracy and efficiency), safety training and forklift certification
- Managed quarterly layout of product placement in warehouse, respective to volume of movement
- Oversaw maintenance of the facility and grounds, directing personnel accordingly
- Managed credit processes in conjunction with customers' returns
- Negotiated cost-efficient rates with operational vendors, securing contractual agreements and terms
- Conducted daily pre-production department head meetings
- Oversaw scheduling of inbound freight, inventory control, selection of customers' orders, and all deliveries to customers with for the in-house fleet of trucks/drivers
- Coordinated Sales and Purchasing departments for pricing, inventory levels and customer orders

11/95 – 11/14

***Warehouse Manager***

Buffalo Hospital Supply, Buffalo, New York

- Managed and supervised up to 4 direct-report Warehouse Supervisors and up to 200 Warehouse Associates, coordinating and shipping medical supplies to thousands of customers throughout New York State and Northern Pennsylvania
- Coordinated and scheduled special orders as received by customers, standing orders or automated system orders, from customers' computerized inventory, placing orders as stock was near depletion
- Oversaw Quality Control of associates, monitoring outflows of shipments to measure the integrity of the warehouse management system
- Collaborated and strategized in the development of new business procedures regarding scheduling and packaging specifications which increased customer satisfaction ratings
- Initiated, designed, developed, and implemented innovative outbound shipping procedures to expedite shipments with increased accuracy and in advance of critical deadlines

7/90 – 11/95

***US Army, Supply Clerk,***

Landstuhl, Germany; San Antonio, Texas

**EDUCATION, TRAINING & ACHIEVEMENTS**

- Supply Chain Excellence, 2024  
Rutgers University
- Project Management Foundations, 2023  
Google
- Lean Six Sigma Green Belt, 2022  
Lean6Sigma Academy
- ISO 9001, 2019  
Clarence, New York
- Supply Chain Management, 2018  
Niagara University, Lewiston, New York
- HACCP Certified, Current  
New York