

NICHOLAS BROWN

Wadsworth, OH • (330) 414-7985 • nickdbrown4@gmail.com

LEADERSHIP HIGHLIGHTS

- Operations leader with experience managing high-volume fulfillment, logistics, and customer accounts
 - Proven success leading teams of 40+ and driving performance improvements across KPIs
 - Strong background in data-driven decision making, process optimization, and customer retention
 - Consistently recognized for improving efficiency, accuracy, and revenue performance
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PROFESSIONAL EXPERIENCE

Senior Order Fulfillment Specialist

The J.M. Smucker Company — Orrville, OH

2021 – Present

- Manage end-to-end fulfillment and logistics operations for C-store accounts, ensuring on-time delivery and service excellence
- Analyze sales and operational data to identify trends and implement process improvements
- Collaborate cross-functionally with customers, carriers, and internal teams to resolve issues and improve performance

Customer Service Representative (CSR)

Murdock Industrial — Akron, OH

2020 – 2021

- Generated \$75K+ monthly sales while managing diverse customer accounts across multiple industries
- Coordinated transportation logistics (FTL, LTL, parcel) to ensure cost-effective and timely delivery
- Strengthened client relationships through consultative support and problem resolution

Senior Team Leader – Guest Services & Fulfillment

Target — Wadsworth, OH

2015 – 2020

- Led and developed 40+ team members, improving productivity, engagement, and operational execution
- Ranked #1 across 75 stores for accuracy and on-time transitions
- Oversaw fulfillment operations contributing to 41% of total store sales
- Improved key sales metrics through coaching, training, and performance management

Band Director

Lincolnview Local Schools — Van Wert, OH

2018 – 2019

- Directed band programs for grades 5–12, leading instruction, performance preparation, and program development
 - Demonstrated leadership, training, and performance improvement in an educational setting
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EDUCATION

Bachelor of Music Education
Kent State University — Kent, OH

ADDITIONAL INFORMATION

- Authorized to work in the U.S.
 - Willing to relocate
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