

MIKE MAWHORTER

(629) 204-4555 MikeMawhorter@gmail.com

KEY SKILL SETS

Experienced Manager of Projects, Personnel, and Logistics — a Problem-Solver

- Routing Optimization • Logistics • Operations • Scheduling • Customer/Vendor Relationships
- Last Mile Delivery • Leadership • Technology • Innovative Solutions • Fleet/Crew Management
- Detailed Performance Analysis • Human Resources • Focused on Safety Training • Team Player

PROFESSIONAL EXPERIENCE & POSITIONS

General Manager

Pilot Pool & Spa, Walnut Creek, CA - Feb 2019 to present

- Manage revenue, expenses, operations, sales, marketing, billing, purchasing and customer service
- Optimize schedules, equipment maintenance, and resources to improve efficiency and safety
- Network with other owner-operators, technicians, and industry experts

Director, Operations & Logistics

FedEx Ground & Home Delivery Contracted Service Provider

Top Notch Delivery, Walnut Creek, CA - May 2014 to June 2019

- *Specific achievement: Personally overtook management of 3 poorly producing teams of 5-10 routes, developed optimization tools, and led each to smooth, productive operations within a year*
- Low-average non-peak week under direct supervision in 2019: 10,000 packages delivered (400 oversize), 2000 picked up, 6000 stops, per crew of 13 drivers
- Analyze driver performance and optimize routes to increase efficiency and safety, in accordance with FedEx policies and U.S. DOT regulations, in 5 FedEx Ground and Home Delivery terminals
- Organize staff, vehicles, and equipment resources for last mile delivery and first mile pickups
- Provide both high-level and detailed logistical oversight for operations across the SF Bay Area
- Hire, train, manage, and provide support for employees in a fast-paced and stressful workplace
- Manage fleet, safety equipment, gas cards, payroll, project costs, daily/seasonal crew adjustments
- Maintain constant effective communication with FedEx management, customers, and vendors
- Assist FedEx employees with routing software and guide loaders for proper, effective sort results

Project Manager

Bee Green Recycling & Supply, Oakland, CA - March 2012 to June 2014

- Inspect, verify, and log incoming and outgoing material inventories per state regulations
- Produce and manage three websites for the parent company and subsidiaries
- Develop and maintain relationships with customers and vendors
- Handle and verify cash flow from daily operations, operate heavy machinery, inspect for asbestos

Project Manager, SEO Account Manager, Marketing Specialist

Sequoia Technologies IMS, Pleasant Hill, CA - March 2010 to September 2011

- Prepare monthly performance analysis reports for management and for clients
- Create sales, support, education and marketing pieces for print, web, and live digital display, including written documents, slide presentations, and videos
- Collaborate with Accounting, Engineering, Project Management, Support and Sales departments
- Manage up to 50 concurrent SEO customers with Salesforce CRM
- Communicate with customers via telephone, email, and online chat platforms

EDUCATION & PROFESSIONAL DEVELOPMENT

Major: Bachelor of Arts in Communication, Electronic Media

The Master's College, Santa Clarita, CA - earned June 2008

Additional classes: Accounting for Business Decisions, Intermediate Financial Accounting 1 & 2

Santa Clara University, Santa Clara, CA - September 2017 - December 2017