

## Contact

[www.linkedin.com/in/gma2020](http://www.linkedin.com/in/gma2020)  
(LinkedIn)

## Top Skills

Industry & Competitive Analysis  
Business Process Automation (BPA)  
Regulatory & Safety Compliance

## Languages

English (Native or Bilingual)  
Spanish (Native or Bilingual)  
Portuguese (Limited Working)

## Honors-Awards

Macy's "Top Talent" Associate  
Bunton-Waller Scholarship  
Excellence in Computer-Aided Design  
4th place award in 3D Exterior Landscape Design at PLANET 2014  
John H. & Timothy R. Crouch  
Trustee Scholarship in the College of Agricultural Sciences

# George A.

Regional Learning Manager | Project Planning & Delivery | Business Process Optimization | Quality Assurance & Control  
Las Vegas, Nevada, United States

## Summary

As a learning and quality manager, I drive operational excellence and build high-performing teams by launching continuous improvement and employee development programs.

I enhance staff performance by building learning materials, executing training plans, and tracking and surpassing various KPIs. While doing so, I place a major emphasis on team engagement and morale by furthering internal manager-level promotions and initiating employee recognition programs.

While leading end-to-end production operations, I achieve best-in-class quality and productivity by implementing stringent protocols to optimize efficiency, reduce defects, and ensure compliance. Additionally, I drive multimillion-dollar cost savings and continually exceed KPI targets while governing budgets and overseeing multisite projects.

Apart from mentoring and developing high-achieving teams, I cultivate solid partnerships with senior leaders, vendors, and cross-functional stakeholders.

## SELECTED ACCOMPLISHMENTS:

- Enabled region to rank #1 by achieving 100% goals across 72 KPIs while overseeing staff training across 7 sites.
- Drove \$2.9M in annual cost savings and cut staff attrition from 33% to 26%+ by establishing standard protocols.
- Reduced parcel identifier DPMO by 35% within 4 weeks, growing site performance from bottom 5 to region's top 4.

If you're looking for someone who elevates operational efficiency, lowers expenses, and fosters employee development while directing major quality programs, email me: [gmarino134@gmail.com](mailto:gmarino134@gmail.com).

Key Skills: Learning & Development, Project Lifecycle Management, Process Efficiency Enhancement, Quality Management & Control, Workforce Planning & Readiness, KPI Monitoring & Improvement, Stakeholder Relationship Development, Budget Oversight & Expense Control, Regulatory & Policy Compliance, Staff Engagement & Motivation.

---

## Experience

### Amazon

7 years 10 months

#### Regional Learning Manager

June 2024 - Present (1 year 2 months)

Las Vegas, Nevada, United States

At this Fortune 500 technology company, I administered the training of ~125 personnel across 7 warehouses. By attaining 100% goals across 72 different metrics, I equipped my region to rank #1 organization-wide.

I nurtured learning and development across multi-practice roles and seniority levels from directors to associates. To this end, I built training guides and policies, owned and developed varying leadership and refresher programs, and implemented standard processes on virtual and in-person learning.

As an example, I developed a single source of truth repository entailing all wiki pages, training manuals, and process workflows. I also constructed and updated wikis on new hire coaching and role-based permissions.

Throughout my time here, I drove workforce optimization by consistently streamlining T&D operations. Some of my key process improvement projects are mentioned below:

1. I developed various weekly reports, scorecards, and automated spreadsheets. By doing so, I optimized firmwide workforce planning and created visibility for stakeholders on the performance of all sites.
2. I accelerated shipment ticket creation and processing across 60+ sites by building a standard workflow and process tutorial. In addition, I expedited package sorting by amalgamating trainings on 2 different weight classes.

3. I resolved incorrect mappings between trainings, certifications, and permissions across 26 sites by updating 5 different dashboards. Currently, I'm instating a benchmark audit to further strengthen L&D protocols.

Besides delivering one-on-one support to general managers, I collaborated with senior leadership, quality, safety, HR, and principal engineering teams at this role.

Key Skills: Employee Training & Development, KPI Tracking & Improvement, New Hire Staffing & Onboarding, Process Improvement & Standardization, Learning Quality Enhancement, Business Process Automation.

#### Learning Operations Manager

December 2022 - June 2024 (1 year 7 months)

Las Vegas, Nevada, United States

I continually exceeded training metrics at this position while administering the short-term assignment of 65+ leaders and the onboarding of 4,600 associates. For instance, I decreased violations by 74%+ within 2 weeks and ship failed moves DPMO by 41%+ within 2 months.

I also liaised with site launch managers to build and execute training workflows for a new location. While doing so, I partnered with senior leadership and recruiting functions to onboard the learning team.

Key Skills: Staff Onboarding & Assignment, Issue Identification & Resolution, Training Process Development.

#### Learning Manager

October 2021 - December 2022 (1 year 3 months)

Las Vegas, Nevada, United States

I implemented varying employee resources at this role, such as a standard work checklist, RACI chart, and a single source of truth wiki. By doing so, I enabled \$2.9M in yearly cost savings and increased staff retention by 7 percentage points.

I saved another \$72K on employee training by instituting daily and weekly cadences to proactively identify undertrained personnel and revoke their user access.

In addition, I standardized roles and responsibilities for operations leaders and ensured 100% compliance on forklift access.

Key Skills: \$MM Expense Reduction, Employee Access Compliance, Staff Retention & Mentorship.

### Learning & Quality Area Manager

July 2020 - October 2021 (1 year 4 months)

Phoenix, Arizona, United States

I superintended the launch of a new site by establishing standard procedures and mentoring operations leaders. While doing so, I attained the following KPIs:

1. Achieved top-tier ~3,500 ship failed moves DPMO for 11 consecutive weeks.
2. Lowered parcel identifier DPMO by 35% within 4 weeks.
3. Reduced transshipment DPMO by 48%.
4. Decreased end-of-line DPMO by 49% within 4 months.

As a result, I augmented site performance from the bottom 5 to the top 4 in the network. Additionally, I enabled the region to reduce the ship failed moves DPMO goal from 7,500 to 5,000 across all 21 locations.

I consistently promoted employee development by encouraging the adoption of new platforms and building and standardizing work checklists, cadences, end-of-shift reports, and training trackers.

As Change Area Manager, I established sites for COVID-19 testing as well as new hire onboarding and training by liaising with vendors.

Key Skills: Employee Coaching & Development, DPMO Reduction, Change Management, SOP Development.

### Area Manager I & II

October 2017 - July 2020 (2 years 10 months)

Norristown, Pennsylvania

At this role, I achieved top-tier quality and productivity among 4 work shifts by reducing YOY defect rate by 53% and surpassing units per labor hour by 30%.

While overseeing 154 employees, I grew their performance by facilitating internal promotions and rolling out a staff recognition program.

I also enforced safety compliance and implemented an emergency plan as the interim EHS Specialist.

Key Skills: Site Quality Enhancement, Employee Productivity & Recognition, Safety & Regulatory Compliance.

## PepsiCo

2 years 10 months

### Merchandising Manager

November 2015 - October 2017 (2 years)

Mays Landing, New Jersey

I oversaw and expanded 48 accounts at this Fortune 500 F&B corporation by conducting product merchandising and inventory management. Ultimately, I drove ~\$10.5M in annual sales, boosted product volume by 15%, and beat competitors by fostering strong relationships with store managers, receiving the Way to Go award.

I controlled and streamlined an \$885K labor budget while supervising 25 merchandisers.

Key Skills: Account Acquisition & Retention, \$MM Revenue Generation, Market & Competitive Analysis.

## Customer Management Senior Associate

January 2015 - November 2015 (11 months)

Philadelphia, Pennsylvania

At this position, I performed merchandising and acquired 27 accounts in a new customer demographic, increasing sales volume by 17% as a result

Key Skills: Customer Sourcing & Acquisition, Sales Volume Enhancement, Merchandising & Product Stocking.

## ValleyCrest Companies

### Intern

May 2014 - August 2014 (4 months)

Pembroke Pines, FL

- Maintained commercial sites by mowing, trimming, edging, watering, pruning and mulching
- Met with potential new customers and created proposal packages
- Assisted account managers with day to day responsibilities
- Performed irrigation inspections and repaired faulty irrigation systems
- Utilized computer software to create landscape designs for clients

- Handled and applied chemicals to treat weeds, pests, fungi, and insects
- Utilized estimating software to create proposal packages
- Conducted safety inspections for all crew members on job sites

## Macy's

### Sales Specialist (Luggage & Mattress Departments)

January 2012 - August 2013 (1 year 8 months)

Miami, Florida

- Managed 5 new sales associates and trained them on software and product knowledge
- Promoted to sales specialist, a member of the management team, where I oversaw sales performance of 3 team members
- Exceeded daily, weekly, month, quarterly and yearly sales goals
- 2012 personal net sales \$275,808.65 and 2013 (January-August) personal sales \$96,229.44
- Provided exceptional customer service and appropriately handled customer clientele
- Build and created customer reward relationships

As a specialist, I drove and promoted sells for the top brands in the luggage and mattress industry: Samsonite, Travel Pro, Delsey, Tumi, Victorinox, Ricardo, Stearns & Fosters, Sealy Posturepedic, Simmons, and Serta.

During my time in the department, I helped the Downtown Miami Macy's store reached an 'A' door store status for the luggage brand Ricardo and Delsey, making it one of the top stores in the nation in sells for those specific brands for the period.

---

## Education

### Penn State University

Bachelor of Science, Landscape Contracting-Design/Build

Option · (2007 - 2014)

### John F. Kennedy Catholic High School

High school diploma · (2003 - 2007)