

DANA PATRICK BARRETTE

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DISCIPLINED AND VERSATILE OPERATIONS EXECUTIVE

West Point trained Operations Executive with extensive leadership and problem-solving experience in a wide variety of operations including distribution, supply chain / logistics, facilities management, information technology management, human capital management, training, and education. Employs a "can do" outlook, superior organizational skills, and strong business acumen to overcome obstacles and surpass objectives. Excels at creating high-performing organizations and leaders. A creative and enthusiastic leader who thrives in operating in fast-paced, changing, environments and by motivating diverse workforces to collaborate toward challenging, measurable goals.

PROFESSIONAL EXPERIENCE

SPECIALTY CATALOG CORPORATION, WEST BRIDGEWATER, MA

Director, Distribution, Logistics, and Facilities

2010 - Present

Direct report to CFO/COO. Leads all Distribution Center, Logistics, and Facilities Management operations in a fast-paced, high-volume B2C / B2B consumer products business, including Receiving, Order Picking / Packing, Shipping, Returns Processing, Refurbishing, and Quality Assurance functions. Responsible for Logistics, to include Import FCL, LCL, Air Freight, Customs Brokerage, and LTL Domestic freight, Forward and Reverse customer order shipping, 3PL relationships, and related services. Responsible for all physical plant operating functions for corporate offices, contact center, and distribution center. Leads staff in providing a high level of service to our customers while striving to reduce costs in all areas. P&L and CapEx responsibility for distribution center, order fulfillment, logistics, and facilities management operations.

- Drove upgrades in management, staff, and process improvements resulting in 9%-to-16% year-over-year efficiency gains in core processes in the Pick, Pack, and Returns processing functions.
- Implemented Warehouse Management System (WMS) training program utilizing contractor and in-house resources, providing tools and knowledge to enable front-line team to operate more independently and efficiently.
- Led Wireless Warehouse (RF) technology implementation to reduce inventory discrepancies and improve order accuracy, resulting in a 75% reduction in reworked orders.
- Established Quality Assurance and Logistics Management functions, recruited and trained staff, and collaborated with Merchandising and Inventory Control to improve Supply Chain planning and visibility.
- Partnered with Logistics Analytics provider to implement EDI with all carriers and utilized metrics to improve Inbound and Outbound freight spends by over 12%

BOSTON APPAREL GROUP (FORMERLY REDCATS USA), TAUNTON, MA

Senior Director, Operations

2008 - 2009

Director, Operations & Facilities Management

2006 - 2008

Direct report to COO. Promoted under corporate succession plan. Led a team of 400 Operations managers, associates and contractors in a large-scale, fast-paced, distribution / fulfillment center and corporate office environments in planning, organizing, and implementing all warehousing functions, receiving, quality inspection, and storage of products, order processing and shipping, and all physical plant operating functions at multiple sites. Responsible for planning and execution of P&L and capital budget. Led Operations, Training, Facilities Management, Engineering, Operational Systems, Security/Loss Prevention, and Outlet Stores functions. Collaborated with Brand Managers, Customer Service Call Centers, Human Resources, and other business leaders to improve operational efficiency while enhancing the customer experience.

- Constantly flexed staff to volumes during tough economic and extremely challenging business conditions through continuous process improvements and aggressive use of provisions of the collective bargaining agreement; reduced headcount from almost 400 FTE to less than 200 FTE in less than two years.
- Consolidated operating facilities designed to support \$1B in business into one site optimized for \$300mm; \$2.25mm project completed on time, under budget, and resulting in a \$3.5mm annualized decrease in Operations run-rate and facility occupancy expenses.
- Led company's collective bargaining team in winning key concessions in a challenging union environment, including 14.5% reduction in associate time off, substantial increases in benefits contribution rates, and changes in work rules to control costs.
- Improved quality control through use of Lean tools and techniques; selected Kaizens resulted in FTE reductions, \$830k annualized savings in damages and scrap, and a \$1.0mm savings in outside services.

TOWN OF SANDWICH, MASSACHUSETTS

Board Member

2005 - 2011

Member of five-person, elected, Board of Selectmen, which serves as the chief policy-making body and executive board of the Town, responsible to appoint a Town Manager to carry out the day-to-day operations of the Town and appoint members of various standing committees. The Board is responsible for setting guidelines for the preparation and approval of the annual \$65mm operating and capital budget. Prior to Selectman, served as elected member and Chairman of School Committee for a district of over 400 staff and 3800 students, with a \$30mm annual operating budget.

- Selected as Chairman by fellow school board members after one year of service; served as Chair for two years.
- Selected by peers to Vice Chairman and Chairman of Board of Selectmen.
- Served on town's efficiency Steering Committee, along with representation from elected bodies, executive leaders, and managers of various town departments, to identify and implement more effective business practices.

UNITED STATES ARMY ROTC, NORTHEASTERN UNIVERSITY & BOSTON COLLEGE

Training/Operations Officer and Assistant Professor

2002 - 2004

Managed fifteen military and contractor instructors. Developed education and training plans and individual training programs. Coordinated training support resources with campus staffs, military units, and training facilities as part of resource management. Supervised professional staff and student leaders in delivery of education and hands-on training.

- Planned and managed training, education, and operations for a 120-member organization focused on building professional knowledge, management skills, and leadership abilities in college students on ten campuses.
- Led annual training cycle for 195-member unit, with 100% graduation rate of qualified candidates.
- Implemented a "train the trainer" program for leaders in planning, conducting, and evaluating training programs.
- Improved retention and performance of candidates through revisions to unit training program, including focus on performance-based evaluations and hands-on training.

UNITED STATES MILITARY TRAINING MISSION, TABUK, SAUDI ARABIA

Chief, Technical Assistance Field Team (Advisor Team)

2001 - 2002

Planned and managed training and operations support to Saudi Arabian Land Forces (Army) in the Northwest Area of Saudi Arabia. Supervised U.S. military personnel and coordinated with civilian contracted training organizations in training program delivery. Senior U.S. Government official in the Northwest Province of Saudi Arabia and responsible for U.S. civilian and military personnel deployed in the area. Trained staff on policies and methodology applicable to local operations.

- Convinced Saudi military leaders to retain program, which was important to U.S. Government regional stability objectives in the immediate post-9/11 environment, through improved deliverables and 20% reduction in costs.
- Selected by the Commanding General to serve as guest instructor for Training Management and technical courses for Saudi and Allied officers at the Saudi Land Forces training center.
- Awarded Defense Meritorious Service Medal, as an exception to policy, for superior results in support of critical Defense Department missions in the Central Command region.

UNITED STATES ARMY, VARIOUS ASSIGNMENTS

Commissioned Officer

Served as unit commander, executive officer, operations officer, foreign military advisor, associate professor, and in a variety of staff officer roles including logistics, training, emergency management, homeland security, human resources, and information technology functions. Duties included service in the United States, Europe, Asia, and the Caribbean in both peacetime and wartime. Led a variety of organizations ranging in size from 16 to over 230 people in tactical and strategic-level assignments. Served on and led operations support staffs of organizations of up to 16,000 people.

- Served as Logistics Officer responsible to support a 950-soldier unit with 180 vehicles, \$279 mm of equipment, and an annual logistics budget in excess of \$4.7mm.
- Led Y2K program team for the Training Command and developed Y2K remediation and risk management plans that were adapted for use throughout the Army. Achieved over \$20mm in cost avoidance during Y2K remediation.
- Awarded Bronze Star Medal for service and leadership in Middle East combat zone.

EDUCATION & TRAINING

BS, Engineering/Management • United States Military Academy, West Point, NY

Multiple, progressive qualification courses: Leadership, Operations, Training, Logistics, and Systems management.