

# Sarah Reis

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## Qualifications Summary

Organizational health-driven people manager with experience in multi-national corporations, education, family-run businesses, government, and working abroad. Expertise in process optimization, creating SOPs, leading 360 feedback, conflict mining, and strategic, cross-functional communication. Passionate about coaching, continuous improvement, simplification, and development of individuals and teams.

## Education

MBTI: ENTJ • DiSC: High D • Enneagram: 1 • Working Geniuses: Discernment & Tenacity  
CliftonStrengths: Achiever, Learner, Relator, Analytical, Responsibility

- MBA –

### Leadership &

#### Organizational Health, Univ of Saint Mary, 2022

Strategic Management, Operations Management, Global Management, Strategic Communication & Human Performance, Managerial Economics, Managerial Finance, HR Management, Managerial Accounting, Team Building, Marketing Management, Organizational Management, Leadership

- Licensed Customs Broker, US Customs and Border Patrol, 2018
- Bachelor of Arts – Sociology, Samford University, 2005
- Next Generation Board Leadership Development Academy Graduate, Welborn Baptist Foundation, 2020

## Employment History

### CRS OneSource & Farm Boy Food Service

#### Assistant General Manager

Sept 2022 - Current

- Plan, coordinate and manage all business operations for annual \$150mm budget to meet corporate goals
- Manage and develop 280 staff within Operations, HR, AP, AR, Customer Service, Purchasing, Warehousing, Logistics, Marketing, and Retail. Hiring, firing, reviews, assignments and compensation.
- Primary contact for FDA, USDA, NGOs and all other compliance functions
- Responsible for product costing, production scheduling and coordination of intercompany transfers
- Vision casting and galvanizing staff. Lead morale booster and culture setter.

### Western Green

#### Customer Service and Logistics Manager

April 2021 – Sept 2022

- Lead domestic and international customer service and logistics teams
- Developed and implemented KPIs to establish benchmarks for customer satisfaction and employee performance
- Created and implemented change management process to move \$2 million freight business from functioning in spot market to leveraging dedicated volume via strategic freight partnerships
- Led acquisition-related customer-facing integration activities and work-load leveling
- Created and lead offsite program for 360 feedback and company leadership to mine for healthy conflict to increase trust, transparency, commitment and clarity
- Created standardized interview and orientation packet including job-specific practical interviews

### Berry Global, 2015 – 2021

#### Import/Export Manager, Supply Chain

July 2020 – March 2021

- Remotely managed a team of supervisors in multiple locations in the US and Europe
- Created Supply Chain Import/Export Department and established mission, vision, and KPIs
- Built cross-functional team to create a repeatable and scalable SOP for enrolling new international vendors and customers into seamless ongoing operations model
- Sourced capital funding to convert an underutilized manufacturing facility to an import hub and moved over \$10 million import business flowing through 7 facilities and 5 ERPs to the hub using a single

ERP to facilitate more efficient transportation planning and labor utilization. Warehouse cost savings since October 2020 over \$400,000 and container utilization up from about 53% to 96%

- Primary point of contact for facilitating freight movement in or out of the United States
- Supply Chain Finance Lead responsible for classifying payment vouchers from international vendors into appropriate ledger accounts

### **Logistics Planning Manager, Supply Chain**

April 2019 – July 2020

- Led domestic freight and warehousing and supply chain data analytics teams
- Review annual North American truckload bid RFP data and award ~1600 lanes to brokers/carriers to achieve competitive pricing and reliable performance
- Led ongoing shipping training, development, and process improvement projects for 46 shipping facilities in the United States and Canada
- Designed and implemented dock appointment scheduling tool in 32 US warehouses to facilitate carrier self-scheduling, level-loading, and effective labor planning
- Implemented process to capture delivered freight costs in customer pricing to make reporting around recovered freight cost vs. margin more realistic (Scope = \$12.4MM annually)

### **Global Trade Compliance Supervisor, Legal**

March 2018 – April 2019

### **Global Trade Compliance Administrator, Legal**

Jan 2016 – March 2018

- Corporate oversight for 120 US and Canadian plants with over 14,000 annual import transactions and 30,000 annual export orders
- Conduct quarterly business reviews with customs brokers and freight forwarders
- Communicate the implications of current trade policies to business partners
- Respond to inquiries from government agencies
- Assign tariff classifications for North American import and exports
- Train all staff involved in international transactions on international trade topics
- Lead cross-functional continuous improvement project that brought 11 out-of-compliance metrics into compliance with less than 11% compliance rate to over 92% in seven months, sustained >4 years

### **Customer Service Representative & International Subject Matter Expert, Supply Chain 2015 – 2016**

#### State of Indiana Department of Child Services

### **Family Case Manager, Regional Foster Care Specialist**

May 2011 – Jan 2015

- Recruit and license foster families
- Ensure all policies are followed and children remain safe
- Engage directly with biological, extended, foster and adoptive families in home, school and court settings to support the safety and well-being of children
- Place children in foster and pre-adoptive homes
- Lead continuing education trainings and foster parent support groups

#### Black Forest Academy, Kandern Germany

### **Personnel and Residence Life Officer** (One-year contract position)

July 2008 – Aug 2009

- Coordinate international air, rail, and auto travel for 330 staff and students
- Acquire work and residence permits
- Liaison between German government and staff

### **Volunteerism**

- Vice President Ark Crisis Children's Center Board of Directors 2019 – Current
- Berry Global Mentor 2016 – 2021
- Vice President, Evansville Economic Development Commission 2018 – 2020
- Site Director, One Life East Guest Services 2014 – 2020
- Board of Directors, Evansville Area Chrysalis 2011 – 2014