Christopher Blockston

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SUMMARY

I am a yellow belt in Six Sigma. I have recently attained professional certifications from Weber State University in business analytics, logistics, and purchasing along with two bachelor's degrees in Supply Chain Management and Management Information Systems. I have diverse experiences in supply chain and information technology.

CORE COMPETENCIES

Leadership & Team Management / Six Sigma Methodology / Process Optimization / Inventory Management / Demand Forecasting / Technology Integration / Cross-functional Collaboration

EDUCATION

Weber State University-Goddard School of Business & Economics, Ogden, UT
- Bachelor of Science: Supply Chain Management, Management Information Systems
- Professional Certificates from Weber State University: Logistics, Business Analytics, Procurement
- Six Sigma Yellow Belt

EXPERIENCE

Chariot Plumbing & Design, Salt Lake City, UT
Senior Buyer   9/2024 – 1/2025
- Forecasting & Inventory: 1,200 stock items, 102,000 non-stock items.
- Procurement and Purchasing: multiple vendors and manufacturers.
- Logistics & Transportation: managed 100+ emails per day.
- Toyota Production System (TPS): lean process roll-out.
- Information Technology: physical network and wi-fi network support.

Connext Networks, Ogden, UT
Director of Inventory and Projects   12/2023 – 5/2024
- Project Management: Warehouse Inventory Management System implementation, Operations Dashboards development.
- Procurement and Purchasing: China, Mexico, USA.
- Logistics & Inventory Management: five locations, forecasting, reorder points, safety stock, multiple-site direct reports.

Weber State University, Ogden, UT
Laboratory Operations Manager   4/2023 – 12/2023
- Student aide.
- Procure, manage, and maintain the additive manufacturing laboratory at the Goddard Business School.

Weber State University, Ogden, UT
Full-time Student   1/2020 – 12/2023
- Business Analytics, Purchasing, Logistics, Six Sigma, Project Management, AWS
- Bachelor of Science Supply Chain Management.
- Bachelor of Science Management Information Systems.
- Cum laude.

Symantec (now Broadcom), Draper, UT
Sr. Knowledge Engineer   3/2016 – 6/2020
- Designed and rolled out Symantec KCS v5 to 1500 global technical service engineers certifying 424 engineers.
- Led 150 dotted line Symantec KCS Coaches globally increasing composite scores by 66%.
- Cleaned up 75k old knowledge base articles increasing internal views by 289%.
- Implemented, rolled out, and tuned Symantec MS Azure AI bot decreasing call volume by 6%.
- Transitioned the Customer Success org from Symantec software to Broadcom software with 100% success.

Strata Networks, Roosevelt, UT
Wireless CO Technician   12/2012 – 4/2016
- Expanded 4G cellular network from under 300 towers to 350+.
- Support 5 cell technicians expanding support coverage beyond Utah to 5 other states.

R Systems, Good.com, Salt Lake City, UT
Tier 2 Support Engineer   9/2011 – 12/2012
- Led backline team in total cases closed increasing customer satisfaction by 28%.
- KCS Coach for 50+ technical service agents.
- Increased knowledge base participation by 75%.

NovaGroup, Salt Lake City, UT
Systems Administrator   9/2009 – 9/2011
- Delivered all IT projects under budget by 22%.
- Virtualized server farm eliminating 59% of the physical servers.
- Forecast systems expenditure, contract negotiation, procurement.

Dyno Nobel, Salt Lake City, UT
Desktop Deployment Consultant   6/2008 – 9/2009
- Developed deployment methodology for 2000+ laptops across 3 countries and 3 languages.
- Migrated 200+ MAC users to PC with 100% application migration success.

Datamark, Salt Lake City, UT
Quality Assurance Engineer   2/2008 – 5/2008
- Website testing and optimization.

Senforce Technologies, Draper, UT
Quality Assurance Engineer   3/2006 – 10/2007
- Wrote Common Criteria test cases for successful certification.
- Developed localization testing for 6 languages increasing testing capacity by 300%.
- Maximized testing environment with 100% virtualization.

CaseData Corporation, Bountiful, UT
Systems Administrator   7/2005 – 3/2006
- Reduced all hardware alarms for 100+ servers by 100%.
- Supported 100+ employees, Rising Star award for customer satisfaction.
- Forecast systems expenditure, contract negotiation, procurement.

Tandy Corporation, Salt Lake City, UT
Computer Technician   5/2004 – 6/2005
- Increased total computers repaired by 30%.

Totally Awesome Computers, Murray, UT
Technical Manager   5/2001 – 4/2004
- Manage a team of 6 computer technicians.
- Increased overall number of computers repaired by 300%.
- Implemented lean processes for computer services.
Production Manager
- Led a team of 20 production employees.
- Integrate lean processes in computer builds.
- Forecast store demand, materials resource planning.
- Parts contracts and negotiations and procurement.

Intel Corporation, Salt Lake City, UT
Customer Engineer   10/2000 – 4/2001
- Deployed 900+ computers ahead of schedule.
- Customer support for 4 floors and 900+ employees.

Intel Corporation, Phoenix, AZ
Installation Technician   6/2000 – 10/2000
- Performed hardware & software upgrades at 4 different Intel Corp. ahead of schedule.
- Migrated over 10,000 employees from Windows 98 & Windows NT to Windows 2000 ahead of schedule.

Smith's Food & Drug Corporation, Buckeye, AZ
Project Manager   10/1987 – 4/2000
- Coordinate systems engineering projects for 1.5 million sq ft of grocery and 750,000 sq ft of produce.
- Reserve capacity revamp for 2.25 million sq ft increasing product storage by 10%.
Inventory Manager
- Five direct reports.
- Improved product rotation: decreasing product shrink by 18%.
- Holiday products demand planner and logistics planner for 150 stores.

LEADERSHIP/VOLUNTEER SERVICE
- Food Bank, Utah Food Bank, 3/2016 – 1/2020
- Charity Golf, Strata Networks, 12/2012 – 4/2016
- Grid Marshal, Utah Sportbike Association, Volunteer of the Year 2014