

Christopher Blockston

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SUMMARY

Six Sigma certified. I 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 simultaneously cum laude. I have diverse experiences in supply chains 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 cum laude, Management Information Systems cum laude
- Professional Certificates from Weber State University: Logistics, Business Analytics, Procurement
- Six Sigma certified

EXPERIENCE

Identity Graphx, Salt Lake City, UT

Operations Manager 2/2025 – present

- I implement structure.
- I remove waste.
- I drive strategic outcomes using data.
- 2025 YTD 10.85% revenue increase.
- 2025 after I was hired a 23.91% revenue increase.

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: Manage 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
<ul style="list-style-type: none"> • 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
<ul style="list-style-type: none"> • 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	9/2009 – 9/2011
Systems Administrator	
<ul style="list-style-type: none"> • Delivered all IT projects under budget by 22%. • Virtualized server farm eliminating 59% of the physical servers. • Forecast systems expenditure, contract negotiation, and procurement. 	
Dyno Nobel , Salt Lake City, UT	6/2008 – 9/2009
Desktop Deployment Consultant	
<ul style="list-style-type: none"> • 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	2/2008 – 5/2008
Quality Assurance Engineer	
<ul style="list-style-type: none"> • Website testing and optimization. 	
Senforce Technologies , Draper, UT	3/2006 – 10/2007
Quality Assurance Engineer	
<ul style="list-style-type: none"> • 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	7/2005 – 3/2006
Systems Administrator	
<ul style="list-style-type: none"> • Reduce all hardware alarms for 100+ servers by 100%. • Supported 100+ employees, Rising Star award for customer satisfaction. • Forecast systems expenditure, contract negotiation, and procurement. 	
Tandy Corporation , Salt Lake City, UT	5/2004 – 6/2005
Computer Technician	
<ul style="list-style-type: none"> • Increased total computers repaired by 30%. 	
Totally Awesome Computers , Murray, UT	5/2001 – 4/2004
Technical Manager	
<ul style="list-style-type: none"> • Manage a team of 6 computer technicians. • Increased overall number of computers repaired by 300%. • Implemented lean processes for computer services. 	
Production Manager	
<ul style="list-style-type: none"> • Led a team of 20 production employees. • Integrate lean processes in computer builds. • Forecast store demand, materials resource planning. • Maintenance contracts, negotiations, and procurement. 	
Intel Corporation , Salt Lake City, UT	10/2000 – 4/2001
Customer Engineer	
<ul style="list-style-type: none"> • Deployed 900+ computers ahead of schedule. • Customer support for 4 floors and 900+ employees. 	
Intel Corporation , Phoenix, AZ	6/2000 – 10/2000
Installation Technician	
<ul style="list-style-type: none"> • 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	10/1987 – 4/2000
Project Manager	

- Coordinate systems engineering projects for 1.5 million sq ft of grocery and 750,000 sq ft of produce.
- Reserve capacity revamps 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

- Philanthropist, Weber State University, 1/2020 – 12/2023
- Volunteer, Utah Food Bank, 3/2016 – 1/2020
- Charity Golf, Strata Networks, 12/2012 – 4/2016
- Grid Marshal, Utah Sportbike Association, 4/2010 – 10/2014, Volunteer of the Year 2014