

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.

Connex 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	
Systems Administrator	9/2009 – 9/2011
<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	
Desktop Deployment Consultant	6/2008 – 9/2009
<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	
Quality Assurance Engineer	2/2008 – 5/2008
<ul style="list-style-type: none"> Website testing and optimization. 	
Senforce Technologies, Draper, UT	
Quality Assurance Engineer	3/2006 – 10/2007
<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	
Systems Administrator	7/2005 – 3/2006
<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	
Computer Technician	5/2004 – 6/2005
<ul style="list-style-type: none"> Increased total computers repaired by 30%. 	
Totally Awesome Computers, Murray, UT	
Technical Manager	5/2001 – 4/2004
<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	
Customer Engineer	10/2000 – 4/2001
<ul style="list-style-type: none"> Deployed 900+ computers ahead of schedule. Customer support for 4 floors and 900+ employees. 	
Intel Corporation, Phoenix, AZ	
Installation Technician	6/2000 – 10/2000
<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	
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 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