

Christopher Blockston

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SUMMARY

Six Sigma certified. I have 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

- Proven cross-functional leader in EMEA, APAC, LAD, and NA.
- Operations Dashboards development, team building, customer service oriented, TPS methodology.
- Led 150 dotted line Symantec KCS Coaches globally increasing composite scores by 66%.
- Managed teams ranging from 5 – 20 direct reports.
- Operations management driving +20% revenue year 1.

Six Sigma Methodology/Process Optimization

- Lean Six Sigma methodologies for process improvement.
- Increased overall efficiency of computers repaired by 300%.
- Reserve capacity revamp increasing product storage by 10%.
- Coordinate systems engineering projects for 1.5 million sq ft of grocery and 750,000 sq ft of produce.

Inventory Management & Logistics

- Managed 2.25M sq. ft. of grocery, produce, non-foods, pharmaceutical, alcohol, frozen, deli, meat, ice cream, ice, and pallet inventory.
- Developed deployment methodology for 2000+ laptops across 3 countries.
- Improved product rotation: decreasing product shrink by 18%.
- Warehouse inventory management systems implementation (WMS).

Demand Forecasting

- Forecast for 1,200 stock items from multiple vendors and manufactures, purchase for 102,000 non-stock items
- Forecast systems expenditure, contract negotiation, and procurement.
- Holiday products demand planner and logistics planner for 150 stores.
- Forecast store demand, materials resource planning, on-hand, reorder points, safety stock

Technology Integration

- Implemented, rolled out, and tuned Symantec MS Azure AI bot decreasing call volume by 6%.
- Virtualized server farm eliminating 59% of the physical servers.
- Developed localization testing for 6 languages increasing testing capacity by 300%.

Cross-functional Collaboration

- Designed and rolled out Symantec KCS v5 to 1500 global technical service engineers certifying 424 engineers.
- KCS Coach for 50+ technical service agents increasing knowledge base participation by 75%.
- Wrote Common Criteria test cases for successful certification.

EXPERIENCE

- Identity Graphx, Operations Manager, Salt Lake City, UT – 2/2025 – present
- Chariot Plumbing & Design, Senior Buyer, Salt Lake City, UT – 9/2023 – 1/2025
- Connex Networks, Director of Inventory and Projects, Ogden, UT – 12/2023 – 5/2024
- Broadcom/Symantec, Sr. Knowledge Engineer, Draper, UT – 3/2016 – 6/2020
- R Systems, Good.com, Tier 2 Support Engineer, Salt Lake City, UT – 9/2011 – 12/2012
- NovaGroup, Systems Administrator, Salt Lake City, UT – 9/2009 – 9/2011
- Dyno Nobel, Desktop Deployment Consultant, Salt Lake City, UT – 6/2008 – 9/2009
- Senforce Technologies, Quality Assurance Engineer, Draper, UT – 3/2006 – 10/2007
- CaseData Corporation, Systems Administrator, Bountiful, UT – 7/2005 – 3/2006
- Totally Awesome Computers, Technical Manager, Murray, UT – 5/2001 – 4/2004
- Smith's Food & Drug Corporation, Project Manager, Buckeye, AZ – 10/1987 – 4/2000

EDUCATION

Weber State University-Goddard School of Business & Economics, Ogden, UT

- Bachelor of Science: Supply Chain Management, Management Information Systems, simultaneously cum laude 2023
- Professional Certificates from Weber State University: Logistics, Business Analytics, Procurement 2022
- AWS, Project Management, Six Sigma certified 2022

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