

CHET RIKER

2886 Paxon Road Eden, New York 14057
Chet.Riker@gmail.com
(716) 992-1110

QUALIFICATIONS

Accomplished Manager consistently recognized for outstanding achievements in motivating and developing employees to reach their full potential. Successful record of initiating and implementing self-directed work teams. Demonstrated ability to plan, organize and direct all operational phases of business. Pro-active planner and excellent problem solver. Areas of focus:

- Operations Management
- Team Building & Leadership
- Customer Service: Internal & External
- Employee Training & Development
- Communication / Interpersonal Skills
- Quality Improvement / Action Teams

PROFESSIONAL EXPERIENCE

CONAGRA FOODS

Warehouse Superintendent, Fredonia, NY 2008-2015

Responsible for facility with 45 employees (union and non-union) with an annual operating budget of \$4.9MM. Insured all standards were met or exceeded including safety, performance and customer service.

- Trained, supervised and developed 3 warehouse managers.
- Achieved all cost objectives and productivity goals from 2009-2015
- Promoted a safe work environment through an active safety committee. Recognized for 700+ days without an accident.
- Consistently ensured and met regulatory compliance with BRC/AIB, and OSHA.

VECTOR SCM

2006

Regional Logistics Manager, GM PowerTrain Plant, Tonawanda, NY

Managed and supported logistics providers for GM plants located in Tonawanda, NY, St. Catherines, ON, and Nashville, TN. Served as key liaison between FedEx and GM plants.

- Identified opportunities for cost savings in the inbound transport of parts to GM PowerTrain plants. Ensured cost effective routing and on-time delivery.
- Addressed and resolved payment issues, escalated freight claims, and all operational issues.

ERIE COUNTY – CENTRAL POLICE SERVICES

2005-2006

Project Team, Homeland Security Grant, Buffalo, NY

Part of a team, working on planning and implementation of a wireless communications network in partnership with the State of New York. Also worked on countywide implementation of National Incident Management System, under Presidential directive.

- Planned and implemented outreach program designed to educate public safety entities on communications network benefits of the, including: user surveys, presentations, meetings, one-on-one contact and newsletters.

FEDERAL EXPRESS CORPORATION ("FedEx")

1986-2003

Senior Manager, Jamestown, NY, 2001-2003

Responsible for FedEx facility of 40 employees with annual operating budget of \$3MM. Performed long and short range planning for all facility operations and monitored performance to standards, including: pickup / delivery, customer service, a.m. and p.m. operations, fleet maintenance, and ramp operations. Identified and requisitioned staff additions or replacements. Recruited, interviewed and selected candidates for positions at all organizational levels.

- Trained, supervised and developed 2 operations managers (OM). Conducted employee-wide, bi-annual performance evaluations and guided OM's on performance evaluations with direct reports. Met with individual employees to resolve challenges.
- Achieved all cost objectives and productivity goals in fiscal year ending June 2003.
- Analyzed, reviewed, and communicated all corporate policies and changes to workforce.
- Proactively forecasted monthly package volumes, stops, hours and developed operating plans.
- Consistently ensured and met regulatory compliance with DOT, FAA and OSHA.
- Collaborated with Engineering, Finance and Facilities Departments in negotiations and approval of capital expense contracts.

Operations Manager, Jamestown, NY, 1997-2001 / Buffalo, NY, 1986-1995

Managed Courier workforce of 20-35 employees and all facility operations. Developed and implemented peak season plans. Supervised Safety Committee.

- Selected for special assignments as Management Trainer and District Quality Manager.
- Developed and trained 16 employees later promoted to management positions.
- Consistently scored 90+ out of 100 on employee satisfaction surveys.
- Analyzed and identified potential disruptive operational issues and established contingency plans.
- Worked with customers to resolve problems and issues.

Ramp Manager, Buffalo, NY, 1995-1997

Planned, controlled and managed inbound / outbound flight operations. Responsible for 20 employees.

Management Facilitator / Trainer - Special Assignment, NY District, 1992-2003

Recruited by Eastern Region VP to facilitate management training for entire NY district. Facilitated management classes to 175 student-employees participating in management track program.

District Quality Manager - Special Assignment, NY District, 1989-1990

Developed and implemented Quality Network. Trained and facilitated Quality Action Teams. Improved service levels across district.

AWARDS – FEDEX

- District Station of the Month (5 times)
- District Safety Award
- CEO Safety Award (2 times)
- Service Award (3 times)
- MVP Award (2 times)
- Director Award
- Profit Award (2 times)
- People Award (2 times)
- Kaizen Award – Outstanding Leadership and Improvement through Employee Involvement

COMMUNITY LEADERSHIP

VILLAGE OF ANGOLA, Angola, NY, 1993-2000

Village Justice - Elected in April 1993

EDUCATION

CANISIUS COLLEGE, Buffalo, NY

M.B.A. Program – Management Concentration, completed 39 credit hours

STATE UNIVERSITY OF NEW YORK, COLLEGE AT BUFFALO

Bachelor of Science in Political Science