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Strategic Operations | Systems, Planning & Cross-Functional Execution | AI-Native Operator

SUMMARY

Operations leader who builds operating systems. Eight-plus years designing and running the planning cadences, decision mechanisms, and cross-functional execution rhythms that turn strategy into daily results: twice from zero as a P&L owner, then inside Amazon's mechanism culture for a 350-person site, now for a 300-person e-commerce fulfillment operation. Building-wide owner of Prime Week and peak-season planning; acting site leader in the General Manager's absence; author of data-driven recommendations for VP-level stakeholders at multiple companies. Works AI-first, with a clear view of where it helps and where it doesn't.

SELECTED RESULTS

- **\$3.86M** in cost savings and a 65% reduction in inventory errors through root-cause analysis, delivered from a non-management seat by influence rather than authority
- **Two businesses** built from zero to profitable in four months, each with its own recruiting, training, and performance cadence; \$150K revenue part-time
- **Training system ("Stow School")** that lifted productivity 38–40% and saved \$186K–\$239K annually; the site became the regional training hub
- **25% throughput gain, \$72K+ labor savings, 11% lower attrition, 50%+ fewer injuries** from one operating cadence at one site

CORE COMPETENCIES

Strategic & Business Operations: Operating Systems & Mechanisms, Annual/Quarterly Planning Cadences, Decision Frameworks, Cross-Functional Execution, Program Management, Change Management, Documentation & Standard Work

Analysis & Systems Thinking: Root Cause Analysis, KPI Design, Forecasting & Capacity Planning, Labor Planning, SQL & Dashboard Development, Lean Six Sigma

Leadership & Communication: Executive Communication & Written Synthesis, Influence Without Authority, Stakeholder Management, Team Building, Coaching & Empowerment

AI-Native Work: Claude with connected tools (agents, Chrome and data MCP integrations, persistent memory), workflow automation, AI-assisted analysis and writing; built custom personal-finance tooling on Monarch exports, integrated with Sequence and custom apps

PROFESSIONAL EXPERIENCE

PVH Corp. (Calvin Klein, Tommy Hilfiger), Palmetto, GA

Sep 2025 – Present

Operations Manager — E-Commerce Fulfillment

- Own the outbound operating rhythm for second-shift e-commerce fulfillment: lead a 16-person team across supervision, operations support, and training, with ~300 indirect reports; act as shift manager across inbound, outbound, and support in the shift manager's absence
- Own cross-functional programs outside my reporting line (safety team, training team, recruiting coordination and labor migration) and execute them through peer departments and shifts
- Built the operations support team from zero, including full-cycle recruitment of three leadership roles; established cross-departmental data infrastructure for real-time performance tracking
- Implemented a new outbound pack process that raised building capacity; set site records for daily volume (120K units) and peak total volume (898K units); improved weekly average UPH 15% (89 → 102)

DP World, Palmetto, GA

Apr 2025 – Sep 2025

Senior Inventory Analyst

- Non-management support partner to operations, finance, and customer teams; drove process change through analysis and influence with no direct authority

- Cut quarterly inventory error adjustments 65% and delivered \$3.86M in cost savings through SQL-driven root-cause analysis and corrective-action design
- Reduced average cost per error 86% (\$19,900 → \$2,900) and increased processing volume 140% through workflow redesign and automated tracking; managed a \$424M inventory portfolio

Amazon, Fairburn, GA

Feb 2021 – Feb 2025

Operations Manager (Jul 2023 – Feb 2025) | Area Manager (Feb 2021 – Jul 2023)

- Ran the site operating system for a 350-person last-mile delivery station: weekly business reviews, standard work audits, Gemba walks, kaizen events, labor share and VET/VTO planning, and peak readiness, translating network goals into daily execution across Inbound, Outbound, ICQA, Training, and Safety
- Acted as site leader in the General Manager's absence, owning building-wide decisions, escalations, and stakeholder communication
- Building-wide owner and key stakeholder for annual Prime Week and peak-season planning and execution; contributed site inputs and represented the site on OP1/OP2 annual planning calls
- Directly owned the site's labor, capex, engagement, and supply budgets and partnered on safety and asset/device budgets under Amazon's ownership model (high accountability, minimal oversight); stakeholder on purchase orders as large as \$128M; managed six area managers; youngest Operations Manager promotion in the region
- Designed and launched "Stow School": stow rates up 40% (141 → 197 PPH) and 38% (160 → 220 PPH), \$186K–\$239K annual labor savings, positioning the site as the regional training hub
- Raised throughput 25% and cut labor costs \$72K+ annually by analyzing bottlenecks and restructuring critical roles; reduced new-hire attrition 11% and injuries 50%+ through safety and engagement programs

Vector Marketing Corporation, GA & MN

Jun 2016 – Jan 2020

District Manager

- Built and ran two P&L-owning business units from zero to profitability within four months in two distinct markets; \$150K revenue part-time
- Designed the recruiting, training, and performance cadence for each office: screened 1,100+ applicants, coached 300+ people; managed the second-largest metro area in Georgia
- Advanced from Sales Representative to District Manager in four years

ENTREPRENEURIAL EXPERIENCE

Founder & Operator, independent ventures, Atlanta & Columbus, GA

Ongoing

- Run contractor-based ventures (real estate LLC, design studio, B2B SaaS in development) AI-first, with agent-driven workflows across finance, reporting, and development; based at the StartUP Columbus incubator

EDUCATION & CERTIFICATIONS

B.A., Music — Macalester College, St. Paul, MN

Lean Six Sigma Yellow Belt

IBM Data Science Professional Certificate

Google Project Management Certificate (in progress)

TOOLS

SQL, Excel (advanced, macros), Tableau, Supabase, Vercel, SAP, JDA/Blue Yonder WMS, Google Workspace, Notion, Looker Studio, Claude (agents and connected tools)