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## ZACHARY LARSON, MBA, SHRM-SCP

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### SOFTWARE ENGINEER | STRATEGIC PLANNER

*Versatile, analytical **Software Engineer** with experience in developing strategic plans, driving process improvement, leading change management initiatives, and revamping operational functions to maximize business growth, performance, and profitability. Excels in evaluating current processes and procedures, identifying inefficiencies, and creating customized solutions to achieve desired results and significantly enhance profits. Leverages strong business background in people, talent, and operations management and educational background with an MBA in Supply Chain Management and Marketing to evaluate people and processes in order to target opportunities that deliver improvements. Well-versed in change management and operations in multiple industries.*

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### CORE COMPETENCIES

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Frontend ~ HTML ~ CSS ~ JavaScript ~ React ~ React Native ~ Bootstrap ~ Ant Design  
Backend ~ Node ~ Express ~ Docker  
Databases ~ SQL ~ NoSQL (Firebase – MongoDB)  
Talent Acquisition ~ Change Management ~ Workforce Management ~ Data Analysis ~ Lean Operations

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### SELECTED ACHIEVEMENTS

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- Owned the talent acquisition strategy for a \$2 billion book of business with over 50,000 employees. This included partnerships with Indeed, Talentify's programmatic solution, AllyO's recruitment automation, Mystery Applicant's candidate experience, and others.
- Optimized the recruitment marketing strategy which created a 41% competitive advantage in organic conversion per job against talent competitors in the security industry.
- Partnered with field operations on a staffing strategy that decreased weekly non-billable overtime by more than 30% year over year during the 2020 summer peak of the COVID-19 pandemic.
- Improved call volume and time on task by over 500% and enhanced service quality by eliminating missed calls and voicemail backlog. These improvements yielded more quality interviews, lower no call no show rates, and decreased turnover rates for a network of over 50,000 employees.
- Managed text communications for G4S, the world's leading integrated security solutions company. Utilized text to drive employee engagement strategies such as our Global Employee Engagement survey which had an 85% response rate and 81% favorability rating.
- Generated advertising copy for Facebook dark posts in specific target markets to fulfill hiring needs.
- Leveraged DocuSign and co-invented a proprietary tool that virtually captured new hire documents, tracked the openings in the field in real time, and optimized recruitment marketing spend.
- Audited the warehouse mods for the largest Amazon bulk floor site in the world and developed new pick areas that reduced drive time and increased productivity rates by 12% across all pick paths.
- Developed the weekly consolidation strategy for the largest Amazon bulk floor site in the world and executed space generation based on inventory forecasts and building capacity. This yielded over 3.5 million units being stowed and inbound stowing over 125% capacity during Amazon peak season.
- Implemented tracking indirect labor moves such as cage changeover which saved 10% cost year over year in indirect functions.
- Selected for speaking engagements with Unleash and From Day One.
- Created a blog for the Florida State University Office of Admissions that functioned as a marketing tool by chronicling the experiences of a university student. The blog generated 2,000+ views per post.

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## PROFESSIONAL EXPERIENCE

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### Strategic Planning

- Consults with clients to determine short and long term goals and objectives. Assesses current operations and workflows to identify obstacles and create a comprehensive plan to deliver solutions.
- Evaluates processes and locates waste, bottlenecks, and gaps that drain resources.
- Assesses production cycles and compares to expected deliverables. Realizes inefficiencies and recommends strategies to meet targets in the most cost effective and timely manner.
- Conducts on-site observations to ascertain unit functions, work performed, methodologies, available resources, and personnel assignments.
- Drives standard work and operations in accordance with lean principles.

### Process Improvement

- Serves as a process consultant and follows projects through from inception to implementation to ongoing management to ensure strategies are effectively carried out in the long term.
- Executes regular follow-ups to assess progress and mitigate problems; implements process improvements as necessary to overcome challenges and decrease overtime.
- Leverages knowledge of lean methodologies to create measurement based strategies to reduce defects, generate cost savings, and refine processes.

### Training & Development

- Trained over 1000+ associates on days/nights in inbound/outbound functions.
- Developed associate engagement and development plans that assisted in the promotion of 10 associates to roles such as process assistants, central flow managers, and transportation team associates.
- Collaborates with upper and middle management on setting clear objectives and expectations for departments and supervisors to drive performance and productivity.
- Facilitates ownership of key Human Resource activities and services including engagement and recognition, performance management, talent acquisition, conflict resolution, and corrective action.

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## WORK HISTORY

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<b>Senior Director, HR Shared Services – Recruitment Center G4S</b>	2019 – Present
<b>Operations Area Manager II, Amazon</b>	2017 – 2019
<b>AppleCare Advisor, Apple</b>	2015 – 2016
<b>Field Coordinator, Unum</b>	2013 – 2014
<b>Resident/Office Assistant, Florida State University</b>	2010 – 2013

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## EDUCATION

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### **Master of Business Administration in Supply Chain Management and Marketing**

Florida State University, Tallahassee, Florida

### **Bachelor of Science in Marketing and Management**

Florida State University, Tallahassee, Florida

### **Software Engineering Certificate**

Boca Code, Boca Raton, Florida

### **Product Manager Certificate**

The Product School, Remote