

Kacey Lichter

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SUMMARY

High-energy and results-driven operations leader with over a decade of experience optimizing logistics, supply chain, production, and warehouse management. Proven track record of boosting efficiency, developing high-performance teams, and improving operational outcomes. Passionate about cultivating strong leadership cultures and enhancing organizational effectiveness.

EXPERIENCE

Production Manager

JBS Foods

November 2024 - Present, Lacey, WA

- Lead all aspects of production and plant operations, serving as second-in-command to Plant Manager.
- Drove a 30% efficiency improvement by establishing a strong leadership presence on the floor and mentoring frontline supervisors.
- Created and implemented a new projection and ordering template, increasing order accuracy and forecasting by 20% and significantly reducing short-dated and over-ordered inventory by 10%.
- Developed and implemented labor tracking formulas to improve cost-per-pound visibility, enabling proactive labor adjustments to meet pound-per-man-hour efficiency goals and reducing overtime.
- Hire, train, and coach leadership staff to develop a scalable and accountable production culture.

Dispatch Manager / Production Manager

Alexander Party Rentals/ Alexander's U-Rent inc.

October 2021 - November 2024, Kent, WA

- Directed dispatch, warehouse, and job site operations, overseeing routing, scheduling, equipment allocation, budgeting, purchasing, inventory, and fleet purchasing and maintenance.
- Developed new processes that improved efficiency and profitability across all departments.
- Mentored emerging leaders and set measurable performance goals.
- Increased job profitability by 11% through new processes and improvements in training and scheduling.

Driver Supervisor

Harbor Wholesale

October 2020 - October 2021, Lacey, WA

- Recruited, trained, and mentored new CDL drivers, promoting DOT compliance and operational readiness.
- Provided 24/7 team support, covered supervisor duties at multiple sites, and managed shuttle operations and equipment needs.
- Coordinated logistics for over 5,000 deliveries monthly, ensuring optimal route efficiency and timely customer service.
- Oversaw fleet safety protocols and maintenance schedules, leading to improved vehicle performance and decreased downtime.
- Implemented a driver performance tracking system that enhanced accountability and incentivized adherence to safety standards and delivery schedules.

Operations Supervisor

McLane Company

April 2012 - October 2019, Lakewood, WA

- Held multiple supervisory roles across transportation and warehouse departments.
- Implemented the "Pick-to-Light Racetrack" system, resulting in dramatic accuracy and speed improvements. (99% order accuracy on tobacco products)
- Spearheaded initiatives that elevated the grocery division from 21st to 1st nationwide, earning 12 President Cup awards and best of the year.
- Oversaw routing, dispatch, fleet maintenance, and customer service while maintaining 98% on-time delivery rates.
- Promoted safety campaigns and helped coordinate company recognition events.

EDUCATION

North Thurston HS, 2001 • Olympia, WA

Pensacola Christian Academy • Pensacola, FL

SKILLS

Operations & Logistics Management, Leadership & Team Development, Strategic Planning & Execution, Supply Chain Optimization, Budgeting & Cost Control

Safety & Compliance (DOT/CDL), Project Management, Process Improvement, Conflict Resolution & Mediation, Situational Leadership, Crucial Conversations

Servant Leadership, 5 Languages of Appreciation, Class 1-7 Forklift Certified, DOT & CDL-A Compliance Knowledge & License
