

Troy Bossert

12113 Warfield Estates Dr, Chester, Virginia | (240) 405-7756 | TroyABossert@gmail.com
<https://troybossert.wixsite.com/troy-bossert> | <https://troybossert.lovable.app> | www.linkedin.com/in/troy-a-bossert

PROFESSIONAL SUMMARY

Supply chain and operations executive with more than 10 years of leadership experience scaling logistics businesses, distribution networks, and technology-enabled operations. Co-led growth from \$3M to \$65M in annual revenue and led operational readiness for a 1.2 million-square-foot distribution center serving 52 stores. Experienced in inventory management, logistics strategy, third-party logistics governance, contract negotiations, performance analytics, and multi-million-dollar P&L management. Led organizations of 1,200+ employees and 75 management/supervisory leaders, aligning cross-functional teams, systems, and processes to improve delivery reliability and operational efficiency. Holds an MBA, an M.S. in Accounting, and a B.S. in Computer Information Systems.

RELEVANT EXPERTISE

Supply Chain Strategy & Operational Scaling | Logistics & Distribution Network Leadership | Inventory Management & Material Traceability | 3PL Relationships & Performance Governance | Contract Negotiations & Capacity Expansion | Executive Leadership & Cross-Functional Collaboration | KPI Development & Performance Analytics | P&L, Budget & Financial Management | Process Improvement & Quality Controls | Change Management & Team Development | Enterprise Systems: SAP WMS & GOLD WMS | Digital Workflow Automation & Power BI

PROFESSIONAL EXPERIENCE

ABB | Richmond, VA | 2025 – Present

Internal Warehouse Logistics Manager (Aug 2025–Present)

- Planned and executed physical inventory procedures that increased reported inventory accuracy from approximately 25% to 95%; established SOPs, training, process controls, and reporting to sustain consistent execution.
- Authored 22 third-party logistics performance measures to strengthen vendor accountability, governance, and management review; led more than 15 process and policy improvements.
- Implemented scan-to-pick workflows and consolidated picking methods, replacing paper-based selection and reducing picking time per part from about seven minutes to 30 seconds.
- Led digital and process modernization across inventory, receiving, picking, warehouse flow, and logistics, coordinating management, operational users, vendors, and 3PL partners; developed a Lovable operations application for inbound shipment tracking, inventory visibility, and cross-departmental communication.
- Deployed RFID inventory visibility, GPS shipment tracking labels, electronic dock scheduling, and carrier document submission; established indicators for on-time arrival, unloading, checkout, goods receipt, and put-away.

Interim Warehouse Manager (Apr 2025–Jul 2025)

- Directed operational priorities and a 32-person team during transition, redesigning receiving, order selection, reporting, and quality control workflows around performance gaps and stakeholder needs.
- Negotiated an external warehouse arrangement that expanded storage capacity 35%; implemented audit and documentation controls for subcontracted goods receipt, achieving a reported zero missing-invoice rate.

Warehouse Supervisor (Feb 2025–Mar 2025)

- Built second-shift operations and introduced selection controls that reduced order mispicks 75%.
- Audited obsolete materials in a 3,000-rack facility, freeing approximately 300 rack positions.

World Class Distribution (Trader Joe's) | Ruther Glen, VA | 2023–2025

Senior Distribution Center Manager

- Led the phased launch and operational readiness of a 1.2 million-square-foot distribution center, aligning construction, business operations, functional leaders, training, systems, and milestone delivery.
- Oversaw 1,200+ employees and 75 management/supervisory leaders, directing cross-functional service, logistics planning, workforce resources, and executive reporting for a 52-store network.
- Tracked service and fulfillment performance, achieving reported 99.99% inventory accuracy and 99.98% on-time delivery, with peak throughput of 210,000 units per day.
- Championed implementation of 12 automated guided vehicles for round-the-clock workflows, increasing put-away efficiency 50%; supported GOLD warehouse management system adoption and employee training.

Care Advantage / Nurse Advantage | Richmond, VA | 2022–2023

Director of Operations and Sales

- Served on the executive board, shaping corporate strategy and aligning divisional performance; redesigned recruiting, client engagement, digital communications, contract, and credit-control workflows.
- Directed 157 field employees and two office staff; increased revenue 75% in the first full month and achieved a reported 180% overall revenue increase through strategic sales and operational reforms.
- Built proactive hiring pipelines and executive reporting systems, generating 51 new hires in six weeks and expanding total workforce capacity 35%.

AFL Supply Chain Management | North Potomac, MD | 2019–2022

President / Owner

- Established and managed a full-service third-party logistics operation, overseeing client requirements, carrier coordination, shipment tracking, contracts, billing, digital recordkeeping, and financial reporting.
- Developed GPS-based shipment status communications and customer tracking processes; grew sales to \$1 million in the first six months and \$3.5 million in year two.

A&Z Trucking | Rockville, MD | 2013–2019

Vice President, Sales and Operations (2018–2019)

Branch Manager (2014–2017)

Business Developer (2013)

- Directly generated \$15M in revenue and over \$5M in net profit in 2018, managing high-volume accounts across California, Texas, North Carolina, Maryland, and New York.
- Across A&Z tenure, co-led growth from \$3M to \$65M in annual revenue, expanding a single 3-person office into a national 6-branch operation with 60+ employees.
- Across A&Z tenure, engineered company-wide operational standards—including live GPS driver tracking, 24/7 night dispatch, and real-time client web portals—improving on-time delivery from 92.5% to 98.5%.
- Across A&Z tenure, directed nationwide branch expansions, established cross-dock operations in Yuma, AZ, and transitioned enterprise software to DAT 365 to scale dispatch capability.
- Across A&Z tenure, built, trained, and mentored cross-functional sales and logistics teams, establishing region-specific sales structures and technical logistics training.

SELECTED SUPPLY CHAIN TECHNOLOGY & ANALYTICS

- Performance Analytics: Built Power BI KPI frameworks for warehouse and logistics operations, translating trend data into management dashboards and actionable process recommendations.
- Enterprise Systems Adoption: Implemented technology-supported workflows using SAP WMS and GOLD WMS, coordinating process change, employee guidance, documentation, and adoption.
- Digital Operations: Designed and deployed a custom operational web application using Lovable to improve workflow visibility, inventory tracking, and daily task execution.
- Cross-Functional Delivery: Partnered with internal departments, carrier networks, 3PL vendors, executives, and front-line users to improve system-enabled service delivery.

EDUCATION

B.S., Computer Information Systems — Southern New Hampshire University, 2024

M.S., Accounting — University of Phoenix, 2012

MBA, Business — University of Phoenix, 2008

B.B.A., Business Administration — Stetson University, 2000