

SHANNON PURKEY

PROGRAM MANAGER

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| Atlanta, GA

PROFESSIONAL SUMMARY

Dynamic program and operations manager with over 12 years of comprehensive experience in logistics and process optimization. Adept at managing complex projects from inception to completion, while fostering a culture of continuous improvement and cultivating strong stakeholder partnerships to drive organizational success.

Demonstrates a visionary approach with an expertise in driving transformative initiatives that enhance operational efficiency, reduce costs, and deliver superior service quality.

EXPERIENCE

Home Depot Corporate

2018 - Present

National Program Manager

- Spearhead multimillion-dollar seasonal event programs executed in all 2000+ U.S. stores, aligning resources and timelines to propel Home Depot's competitive edge in the market.
- Orchestrate seamless collaboration amongst stakeholders, vendors and third-party affiliates to procure resources, negotiate contracts, and manage partnerships to drive organizational objectives.
- Foster cutting-edge national implementation, driving strategic initiatives and enhancing operational efficiency for excellence in project execution, while demonstrating commitment to quality and stakeholder satisfaction.
- Analyze complex data sets and national insights to identify growth opportunities and optimize resource allocation.
- Develop contingency plans that mitigate risk and ensure service continuity during supply chain disruptions.
- Recognized with various executive awards for exemplary program planning and record-breaking, nationwide issue reduction for 6 consecutive years.

Home Depot Corporate

2013 - 2018

Field Support Program Manager

- Senior manager of project planning team of 30+ associates and supervisors, cultivating a high-performing team focused on achieving operational goals and delivering exceptional customer service.
- Directed day-to-day operations, leveraging data analytics to identify inefficiencies and implement solutions.
- Established KPIs to monitor and enhance logistics performance, and collaborated with IT to deploy an advanced data analytics system to manage metrics and streamline comprehensive deliverables to shareholders.
- Fostered a culture of continuous improvement, creating and executing workshops that equipped teams with tools for operational excellence.
- Pioneered comprehensive company SOP to train staff and management, as well as a program-wide mentorship program to facilitate associate development.
- Honored with "Mentor of the Year" and "Biggest Company Impact" awards in 2016 and 2017.