

# Robert H. Westerman

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<https://community.mis.temple.edu/rwesterman/>

## Qualifications Summary

Driven, solutions-oriented operations/technical lead with 10+ years of professional work experience in administrative, warehouse, and automotive/machinery mechanics. Demonstrated strengths include: • Troubleshooting/Repair • Diagnostics • Proactive Problem Solving • Process Optimization/Creation • Experienced in multiple industries, including but not limited to: • Warehousing/Inventory Management • Machinery Maintenance • Customer Service

## Professional Experience

### Impilo Philadelphia, PA

#### Senior Warehouse Lead

October 2023 - Present

- Oversee daily order processing of 500 orders per day
- Manage team for larger projects, current project is 90,000 orders being handled by a team of 12 individuals
- Develop and implement systems and processes to improve quality and efficiency throughout operations department

#### Inventory Management Analyst

January 2025- Present

- Ensure inventory ISO compliance for 15 customers including a manufacturer account, totaling over 50,000 units of medical devices and various inventory
- Track and maintain inventory quality and accuracy of both customer inventory and warehouse needs

#### Senior Operations Coordinator

May 2023 – October 2023

- Assist day to day functions with pre-packed kits and orders
- Support management in optimizing daily processes involving orders, procurement, and refurbishment

#### Operations Coordinator

September 2022- May 2023

- Implement improvements to inventory management and shipping procedures
- Train new staff on procedures with handling sensitive client information and client specific procedures

### Vitalyst, Bala Cynwyd, PA

#### Senior Operations Systems Technician

2021-2022

- Provided remote technical operations support for clients, including many international banks, a public school district, and several private for-profit companies
- Conducted onboarding training to new Operations Systems Technicians on operational procedures

## Skills

- Inventory management
- Microsoft Excel
- New hire training
- Process creation

## Education

### **Bachelor of Business Administration (BBA) – Management Info Systems - 2026**

Temple University - Fox School of Business, Philadelphia, PA

### **Associate of Applied Sciences (AAS) - Automotive Maintenance Technology - 2017**

Ranken Technical College, St. Louis, MO