

Louis Burgin

Senior Manager - eCommerce Product Management at Staples

Summary

Supply Chain solutions leader with a variety of experience in Operations Management, Systems Implementation and Consulting. Industry experience includes 3rd Party Logistics, Retail, and Manufacturing. Specialties: Data Analysis, Requirements Gathering and Documentation, WMS and Order Management Systems Implementation, Systems Integration, Operations Management.

Experience

Senior Manager - eCommerce Product Management at Staples

September 2013 - Present (1 year 11 months)

Leveraging eCommerce, Retail, Supply Chain, Order Management and analytical skills to help drive data driven solutions in Staples' Omni-Channel, Online Marketplace, and core eCommerce domains.

Solutions Director at Perficient

April 2012 - August 2013 (1 year 5 months)

Led IBM/Sterling Order Management solution implementations and contributed to Business and Organizational Development Efforts.

Senior Solutions Architect at Perficient

August 2011 - April 2012 (9 months)

Led IBM/Sterling Order Management solution implementations and provided assistance to Practice Lead in Business and Organizational Development Efforts.

Platform Specialist at SapientNitro

August 2010 - August 2011 (1 year 1 month)

Subject Matter Expert on Order Management and project resource on Commerce/OMS projects.

Solution Architect at Sterling Commerce

January 2007 - August 2010 (3 years 8 months)

Responsible for Supply Chain application solutions design to meet client needs using Sterling Order Management and Warehouse Management software. Successfully completed projects for multiple clients with a diverse array of business requirements. During this time frame, consistently exceeded Billable Utilization expectations by 10-20% via exceeding client expectations and being able to handle multiple types of projects.

1 recommendation available upon request

Solution Architect at Sterling Commerce (an AT&T Company)

January 2007 - August 2010 (3 years 8 months)

2 recommendations available upon request

Lead Consultant at Yantra (Division of Sterling Commerce)

March 2005 - December 2006 (1 year 10 months)

Supply chain software implementation consultant.

1 recommendation available upon request

Business Analyst at DATASKILL

March 2002 - March 2005 (3 years 1 month)

Business analysis for 3PL/4PL client, XML mapping, Supplier Portal system Quality Assurance

Fulfillment Operations Manager at Swarovski

May 2001 - January 2002 (9 months)

Led the start-up of US Internet Fulfillment Operations for Swarovski.com.

Director of Customer Service & Operations at iFulfillment

February 2000 - May 2001 (1 year 4 months)

Startup company in 3rd party fulfillment. Highly involved in acquiring Nordstrom as flagship client and in leading company through operational startup (new facility, WMS implementation, etc.).

Manager Distribution Capacity & QA at ULTA

August 1996 - February 2000 (3 years 7 months)

Inventory Management, WMS Administration, Retail and Direct to Consumer fulfillment

Inventory Control Manager at H J Heinz

March 1995 - August 1996 (1 year 6 months)

DC Inventory Control manager responsible for transition from Quaker Oats DC to Starkist Foods DC.

Implemented new WMS system and managed transitions in inventory control and transportation scheduling.

Supply Chain Manager at Quaker Oats

May 1986 - March 1995 (8 years 11 months)

Multiple positions in Industrial Engineering, Production Management, Corporate Supply Chain Management.

Industrial Engineering Intern at Olin Corporation

September 1983 - August 1985 (2 years)

Performed entry level industrial engineering tasks -- cost analysis, time studies, etc.

Projects

Multichannel-Fulfillment

March 2011 to May 2012

Members:Louis B., Dasarathy P., Todd T., Venkat G., Armughan J., Venkata N.

An ecommerce enterprise solution that offered a retail client to shop from site and ship from Anywhere.

eFollett

January 2012 to June 2012

Members:Louis B., Mudassar Khattab, P., Rahul B., Amit C.

Follett is the leading provider of books and educational materials to K-12 and higher education communities across North America. With more than 1500 physical and online stores, the efollett.com bookstore network delivers affordable options and services to students across all levels of education.

Skills & Expertise

Order Management

Multi-channel Retail

SQL

Business Analysis

Data Analysis

Communication Written

Project Facilitation

Staff Mentoring

Software Implementation

Warehouse Management

Customer Service

Technical Recruiting

Data Integration

XML

Solution Architecture

Solution Design

Technical Writing

Technical Documentation

Supply Chain

Retail

Integration

Requirements Analysis

E-commerce

Project Implementation

Analysis

Logistics

Requirements Gathering

Consultancy

Supply Chain Management

Visio

Order Fulfillment

Yantra

Microsoft Excel

Operations Management

SOA

Enterprise Software
Business Intelligence
Program Management
Project Management
Enterprise Architecture
Consulting
Software Project Management
Leadership
Cross-functional Team Leadership
SDLC
IT Strategy
Vendor Management
Quality Assurance
Telecommunications
Product Management

Volunteer Experience

Volunteer at Christ Church Furniture Connection

June 2010 - Present (5 years 2 months)

Assist one Saturday morning monthly with ministry which takes furniture donations and distributes to families in need due to economic hardships, natural disasters, etc.

Languages

English	(Native or bilingual proficiency)
Spanish	(Elementary proficiency)

Certifications

Certified in Production and Inventory Management (CPIM)

APICS

Education

University of Missouri-Columbia

BSIE, Industrial Engineering, 1981 - 1986

Activities and Societies: Tau Beta Pi, Alpha Pi Mu

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4 people have recommended Louis

"Louis is part of my project team; we are partnered on a project with Sterling Commerce. He is a pleasure to work with, in that he has a sense of humor, and excellent self control in a sometimes chaotic and passionate work environment. He also has a great work ethic, excellent ability to focus and deliver results, and helps anyone who needs help without missing his own deliverables."

— **Sara M.**, was Louis's client

"Louis is the consummate professional. He is thoughtful, patient and kind. He brought an amazing level of knowledge and insight to the project. Whatever situation we could come up with he had a solution or helped us consider alternatives. All questions asked were answered quickly, clearly and at all hours. He would be a great asset on any team. It was an absolute pleasure working with Louis and I wish him the best in his future projects."

— **Trish P.**, *Business Analyst, Crocs*, was with another company when working with Louis at Sterling Commerce (an AT&T Company)

"I worked with Louis on a demanding project for a large telecom client. Given the exhaustive vision of the business users, we were faced with immense technical and functional challenges. Requirements were prone to change on the fly. But Louis, with his vast experience and broad perspective provided a very focused direction and leadership. The fact that we delivered our solution well before the scheduled time and much ahead of others goes to prove his far-sightedness and his keen perception. He has an exceptional ability to foresee the long-term benefits of and changes to the business solution. He is also an excellent architect to work with. He is very approachable and makes learning new things very easy and at the same time is very humble to learn new things from his juniors. Given an opportunity, I would definitely like to work with Louis again!"

— **Jyothiswaroop J.**, *Sr. Consultant, Sterling Commerce*, worked indirectly for Louis at Sterling Commerce (an AT&T Company)

"Louis was very Humble , Responsible and highly responsive solution architect , working with him was a great pleasure , had provided a great example to commitment towards work and ability to listen , understand guide and respond , over emails or calls , as was working remotely throughout the duration of the project"

— **vijay K.**, *Consultant, Sterling Commerce*, worked indirectly for Louis at Yantra (Division of Sterling Commerce)

[Contact Louis on LinkedIn](#)