

Martin Chen

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SUMMARY

Proven leader with 10+ years of experience driving operational excellence across 3PL, warehousing, supply chain, and logistics operations. Expertise in optimizing fulfillment processes, leading cross-functional teams, managing vendor relationships, and ensuring P&L success. Adept at leveraging data-driven insights to improve efficiency and lower costs.

EXPERIENCE

Ship Essential - Brooklyn, NY

3PL startup specializing in warehousing/fulfillment and last-mile delivery for D2C apparel and footwear brands

Assistant General Manager

July 2024 - Jan 2025

- Led New York operations for a fast-growing 3PL startup, overseeing a permanent team of 44 and up to 14 temporary workers, managing inbound, outbound, inventory control, and same-day delivery operations.
- Scaled fulfillment capacity from 45,000 to 63,000 monthly orders; achieved daily peak of 3,212 orders by streamlining workflows, optimizing labor planning, and reconfiguring warehouse layout.
- Implemented warehouse reconfiguration strategies, including racking redesign and vertical storage utilization, to improve operational efficiency and reduce pick/pack times
- Owned warehouse P&L, developed budgets, controlled labor costs, and ensured accurate cost allocation for 3PL clients, maintaining profitability while scaling operations.
- Collaborated cross-functionally with brand teams, sales, and senior leadership to troubleshoot operational issues and implement performance improvements aligned with client needs.

88 Trading Corp. - Queens, NY

Specialty supermarket and food service supply wholesaler/distributor with \$37 million annual revenue in 2023

Director of Operations

Jan 2021 - July 2024

- Led strategic planning, supply chain, and distribution operations, driving a 17% annual revenue increase
- Implemented a \$1.17 million community solar energy project on unused warehouse rooftop, leveraging tax incentives to achieve projected three-year ROI and \$3 million in additional lifetime earnings.
- Introduced inventory and transportation management systems to streamline warehouse and delivery operations.
- Developed and launched private label product lines, bringing \$3.9 million in revenue in-house annually while improving margins and brand control.

General Manager

Jan 2017 - Jan 2021

- Managed a team of 50+, fostering a culture of efficiency and performance, driving 19% revenue growth.
- Controlled supplier costs amid tariffs, COVID-19 shortages, and industry shifts to maintain profitability

Previous Roles: Operations Manager, Operations Associate

Sept 2014 - Jan 2017

Jook Sing - Brooklyn, NY

Asian-American fusion bar and restaurant in Williamsburg, highly rated (Yelp 5.0 / Google 4.7)

Co-Owner

May 2019 - Jan 2021

- Founded and led a new restaurant through the COVID-19 pandemic
- Managed food and beverage costs under 15% while providing top-rated customer service (Yelp 5.0, Google 4.7).
- Built a high-performing team of chefs and hospitality staff, ensuring business sustainability and profitability

EDUCATION & SKILLS

University of Southern California - Bachelor of Science in Business Administration (May 2014)

Skills: ShipHero WMS, Quickbooks Enterprise, Excel, SQL, PowerBI, Asana, Hubspot, Adobe CC Suite, Geotab, Onfleet