ANTHONY VICARS

Operations thru Innovation, Technology, and Leadership

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📍 Lexington, KY

SUMMARY

A creative, flexible and transparent Executive Leader with extensive experience developing strategic vision, operational plans, and efficient systems to achieve aggressive growth and company objectives. Adept at quickly assessing the current state of operations, identifying opportunities for improvement, and implementing selected recommendations.

EXPERIENCE

Vice President of Operations

FRAMEBRIDGE, INC

📅 2015 - Ongoing 　📍 Lexington, KY

A privately-held ($24MM) company offers custom framing of photography and art. The company has strategic partnerships with Target and Crate & Barrel.

- Contributed to company growth from $6MM to $24MM during tenure, with projected growth to $100MM in 2 years.
- Grew margins from single digits to nearly 50%.
- Expanded capital equipment, processes, systems and team to accommodate growth, growing team from 25 to 400 employees.
- Aided company to achieve $30MM Series C financing.
- Eliminated 3 days from order cycle time by implementing Lean processing methods and optimizing talent and shifts.
- Developed robotic supported workflow and implemented technology leading to quality improvements and 40% more efficient operations.

Director of Fulfillment Operations

ZAPPOS.COM, INC.

+$1 billion subsidiary of Amazon and online shoe and clothing retailer with 2,500+ employees.

- Led short and long-term strategic planning to ensure industry-leading service and fiscal prudence.
- Selected vendors and managed $70MM+ operations budget (excludes transportation).
- Developed all FC processes and system requirements for internally-developed WMS.
- Integrated 3rd party business and systems within 60 days, moving to Kentucky facilities (2.5MM units, WMS implementation and facility design).
- Fulfilled 80% of orders same day amidst 100% growth using Lean principles (limited MHE).

KEY IMPACT

Better than the Amazon?

An operation that started with tape and 8.5x11 sheets of paper was more efficient than the similar operation from the world's Ecommerce leader. Our performance helped seal the largest all stock M&A transaction in 2009.

Fortune Best Places To Work

"Keeping it real" landed us on Fortune's Best Places To Work four consecutive years. Culture is not free t-shirts and free snacks. It's building trust with honest communication and ensuring everyone believes in the overall mission.

Moving on Up!

Without impacting our customers, relocated customer service and fulfillment operations for a $100M operation over 2K miles, while experiencing 130% growth.

Anything Is Possible

There's not a playbook to rapidly scale made-to-order manufacturing industries - custom picture framing, and small-run garment printing - We figured it out while supporting 100% growth and making history.

STRENGTHS

Natural Leader

Frequently asked to bring order from chaos, harmony from dysfunction. Very simply - I make things better.

Blend of Strategy & Delivery

Unique ability to use both sides of my brain with equal strength - ideation AND execution.

EXPERIENCE

Vice President of Ops and Customer Service
NASTY GAL, INC

Privately-held American retailer specializing in young women's fashion. 550K+ global customers.

- Pursued by company to transform business operations and structure company for +100% yearly growth.
- Reduced order cancellation by 70%, expanded same-day shipping by 70%.
- Negotiated $30MM transportation agreement and identified WMS partner, implementing in 2 sites over four months (system integration, training, equipment layout, and facility connectivity).

Vice President of Ops and Customer Service
TEESPRING, INC

$200MM+, privately-held and venture capital funded, e-commerce company allowing users to create unique campaigns to sell custom-screen-printed apparel. Employing 200+ personnel.

- Quickly assessed operations and industry (within 60 days) and developed strategic operations plan that disrupted the industry.
- Incorporated a mix of systems, processes and Material Handling Equipment (MHE) that ensured competition could not duplicate products and service.
- Reorganized Supply Chain department and refreshed strategy to reduce delivery times and transportation costs by $1MM+ annually.
- Selected and implemented multi-carrier shipping platform, saving company additional $1MM annually and completed carrier negotiations saving additional $10MM annually.

President | Founder
RISE FULFILLMENT LLC

Advised retailers in areas of Transportation, Facility Design, Packaging, Inbound/Outbound Transportation, Returns and Planning for successful operations. Coached C-level executives through challenges and provides ongoing mentorship.

- Asked to serve on Board of Advisors for "Operations Summit" for DTC operations from 2011 through 2015.
- Served domestic and international clients, including one of Korea's largest and fastest- growing e-commerce companies (multi-billion-dollar Coupang).

Six Sigma Black Belt
AMAZON.COM, INC.

Operations Manager
Galls Inc

Supervisor
United Parcel Service

STRENGTHS

Excellent Communicator
Innate ability to decipher complex messages and play back so that everyone is on the same page.

Emotionally Resilient
Always the cultural anchor of the team. As a leader, very little gets me rattled, which rubs off on those around me - stay focused, remain calm.

Instant Adaptation
Able to switch gears going from an enterprise with 10s of thousands of employees to a small business with less than two dozen. Contributing, leading and growing the organization almost immediately.

CURRENT ROLE(S)
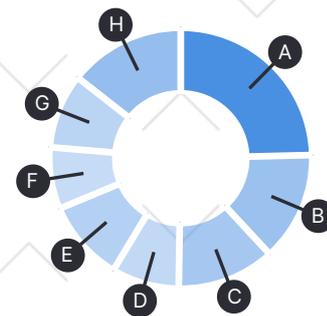
- A Fulfillment Operations
- B Supply Chain
- C Communication
- D Collaborator
- E OPS Tech / Systems
- F IT / Facilities
- G Strategy / Business Development
- H Team Development