

# Philip J. Douthett, BBA CM

## PROFESSIONAL SUMMARY

Servant leader with a proven track record in logistics and business success, seeking to elevate impact in Supply Chain Management and/or Operations through a strategic leadership role. A history of successfully leading personnel, supervising department logistics, and exceeding client needs at all levels. Extensive operations experience, exceptional communication skills with cross-functional teams, and a strong team-building ability will be leveraged to drive organizational success to meet and exceed key performance targets in a leadership role.

## CORE COMPETENCIES

- Servant Leadership
- Inventory Control
- Strategic Problem Resolution
- Strategic Planning
- Process Innovation
- Performance Management
- Quality Control
- Project Management
- Detail Oriented
- Lean Strategies
- Data Analytics
- Financially Savviness
- Risk Mitigation
- Contract Negotiation
- Personnel Training

## CAREER & PROFESSIONAL EXPERIENCE

### Logistics & Distribution Director | 2013 – Present

#### Thacker Caskets | Grand Rapids, MI

*Excellence in strategic operations is demonstrated through optimized transportation logistics and meticulous inventory management. This focus on detail and quality ensures timely product and team movement, accurate account records, and seamless workflows, contributing to a consistent reputation for reliability & excellence.*

- Reduced delivery times by 18% and saved over \$85,000 annually at the Grand Rapids warehouse
- Mentor and guide team members, enhancing overall performance and employee satisfaction
- Successfully directed over \$80M in product deliverables
- Strong ability to manage complex projects, ensuring on-time delivery and adherence to budget limits
- Achieved a 99.87% on-time delivery rate by enhancing coordination with sales reps while simultaneously improving communication with corporate leadership
- Oversaw a successful supply chain integration process following a company buyout, ensuring seamless operations coupled with zero disruption to customers

### Director of Operations | 2014 – 2024

#### Men's Marriage Mastery | Grand Rapids, MI

*Internationally recognized as The Men's Marriage Mentor, leadership and collaboration with a dedicated team resulted in the development and execution of client programs and retreats. These initiatives empowered men to save their marriages, improve their lives, and create lasting legacies while preserving family unity.*

- Delivered strategic guidance for marriage reconstruction and divorce prevention for 6000+ men
- Guided the team in delivering systems, programs, and highly-specialized services to support clients
- Generated over \$2.3M in sales during tenure

### Business / Office Manager | 2010 – 2013

#### Waldon Woods Assisted Living Community | Wyoming, MI

*Led business operations with a focus on \$300k/month revenue oversight, facility tours, organization of resident and employee events, budget management for each department, and the governance of hiring and firing processes, while ensuring collaboration with department managers to maintain exemplary resident care.*

- Oversaw day-to-day operations, guaranteeing adherence to company and state regulations, and ensured all staff members had all necessary resources to perform their roles effectively
- Served as the primary liaison between all employees/departments and the executive team

**Site Leader - Alternative Spring Break (ASB) & Early Summer Retreat (ESR) | 2005 – 2009**

**Davenport University | Grand Rapids, MI**

*Orchestrated and led four work trips for college students to 3 different states, overseeing fundraising, participant recruitment, financial management, compliance with insurance and university regulations, participant education, and securing sponsorships, demonstrating my expertise in handling complex logistical and financial aspects.*

- Recruited and approved 49 participants for 4 work trips
- Strategically allocated funds after raising over \$22k in trip donations

**Founder / Owner | 1993 – 2004**

**Phil's Bait | Ada, MI**

*Founded a retail bait business with guidance from my father, gaining valuable insights into negotiation, interpersonal communication, inventory coordination, marketing, and financial management, ultimately using the profits to finance my entire college education, showcasing my early commitment to financial independence, customer satisfaction, and business acumen.*

- Gained early proficiency in financial acumen, logistics, forecasting, and overall business leadership
- Funded complete college education independently through business earnings, graduating debt-free

**EDUCATION & CREDENTIALS -----**

**Davenport University | Lettinga Campus**

Bachelor of Business Administration, Supply Chain / Operations Management 2009  
Intercultural Global Studies | Kenya, Africa

Associates of Business Management 2007  
International Marketing | Munich, Germany / Luxemburg, France

**James Madison University | Institute of Certified Professional Managers**

Certified Manager (CM) Certification #9622 2008

**COMMUNITY SERVICE / INVOLVEMENT -----**

- American Legion Member – SAL Squadron #459
- Guatemala Mission Trip – Participant
- Davenport University – Global Student Organization (GSO) board member and advisor
- Davenport University – Distinguished Alumni Mentor
- Solid Rock Ministries – Member and Site Leader
- Cumberland Trail Conference – Site Leader
- Habitat For Humanity – Participant and Donor
- National Relief Network – Member and Site Leader
- Care & Compassion for Community (C3) – Grand Rapids Extreme Home Makeover