

Mike Hatkevich

Director of Operations | Supply Chain, Fulfillment & Transportation

3PL & fulfillment operations · Transportation cost control · Returns & reverse logistics

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CAREER HIGHLIGHTS

- **Both sides of the 3PL relationship.** Bought warehousing and final mile as the brand. Designed, priced, and governed it as the provider. I know which SLAs a partner can actually hold.
- **Transportation cost.** Cut annual freight costs 29.3%. Drove average shipment cost from \$178 to \$138 and freight from 11.3% to 8.9% of revenue.
- **Root cause with a number attached.** Traced damage on a bulky category to ship type, 12% to 4%, roughly \$120,000 per year. \$100,000+ in carrier misbillings recovered inside 60 days.
- **Inventory control and reconciliation.** A \$430,000 aged returns liability cleared to \$75,000 within policy windows. Open tickets down 87%.
- **Scale and team.** Led a 50+ person organization through 100%+ YoY growth, leading teams continuously since 2008. Finance degree, Lean Six Sigma.

LOGISTICS & OPERATIONS EXPERIENCE

Director, Business Development | Metropolitan Warehouse & Delivery Corp Oct 2023 to Nov 2025

Provider side. National 3PL, warehousing, and final mile network. Owned partner and 3PL performance, solution design, and commercial terms.

- Managed a complex ecosystem of external partners and 3PLs, holding vendor performance to strict Service Level Agreements and customer satisfaction targets.
- Directed carrier strategy and negotiations with FedEx, UPS, and Amazon Prime for internal 3PL and client small parcel needs.

Manager, Business Development | Metropolitan Warehouse & Delivery Corp Nov 2022 to Oct 2023

Translated client operational requirements into executable warehouse and delivery workflows.

- Directed the operational onboarding and lifecycle integration of 30+ furniture retail clients within 9 months, designing tailored 3PL and final mile delivery workflows to ensure seamless fulfillment network integration.
- Developed technical solution designs that translated client business needs into executable warehouse SOPs, focusing on high ticket home furnishings logistics.

Director of Operations | Net Retailers, Inc Mar 2022 to Oct 2022

Brand side. Ecommerce furniture and home goods retailer buying warehousing, 3PL, and final mile delivery.

- Owned the build versus buy decision on returns processing, evaluating internal capability against outsourced capacity and partnering with FloorFound to automate open box handling, removing significant fixed overhead from the network.
- Optimized P&L accuracy by auditing NetSuite ERP data, establishing a data first reporting culture that gave merchandising and operations teams real time, actionable financial insight.

Senior Manager of Operations | Net Retailers, Inc Jul 2021 to Mar 2022

- Revamped order fulfillment processes to clear backlogs, restoring order confirmation and shipping date adherence and cutting open tickets by 87%.
- Cross trained the logistics team to identify shipping cost outliers and expedite carrier claims, reducing average claim filing time from 7 days to 3 days.

Transportation and Freight Services Manager | Net Retailers, Inc Dec 2020 to Jun 2021

- Negotiated new small parcel shipping contracts and optimized carrier mix, driving down freight costs by 29.3% year over year in 2021 despite acting on only 60% of total freight spend, securing 30%+ rate reductions on key lanes.
- Spearheaded development of a custom rate shopping application, defining requirements and leading user testing to automate carrier selection and ensure lowest cost routing for every shipment.

Operations Service Manager → Operations Manager | Net Retailers, Inc

Jun 2020 to Dec 2020

Led a 50+ person organization, including three functional managers, an outsourced BPO team, and 30+ temporary staff.

- Grew into de facto leadership of a 50+ person organization, directing the Sales, Operations, and Customer Service managers alongside an outsourced BPO team and 30+ temporary staff, and hiring actively across all three functions during 100%+ year over year growth.
- Stabilized and scaled underperforming Order Fulfillment, Claims, Returns, and Logistics functions, directing a 17 member cross functional core team through the turnaround.

Transportation and Freight Services Manager | eImprovement LLC

Oct 2019 to May 2020

Owned freight P&L for a high volume ecommerce distributor.

- Designed a national and regional carrier strategy with the master distributor's VP of Operations, reducing average shipment cost from \$178 in FY2019 to \$138 in 2020.
- Drove freight cost from 11.3% of revenue in 2019 to an 8.9% rate in December despite peak season pricing, tracking to an 8% target through contract renegotiation and carrier mix changes.
- Identified and recovered over \$100,000 in carrier misbillings and overcharges within the first two months of assuming the role, immediately improving the bottom line.

Senior Operations Process Analyst → Order Operations Manager | eImprovement LLC

Jul 2018 to Dec 2019

Distribution side. Order operations, returns, claims, and vendor performance for a high volume ecommerce distributor.

- Analyzed damage patterns on a bulky product category and recommended ship type changes that cut damage rates from 12% to 4%, saving approximately \$120,000 per year.
- Led a cleanup of the returns and credits backlog, shrinking aged liability from \$430,000 across 1,900 cases to \$75,000 across 375, entirely within existing policy windows.
- Uncovered an internal theft scheme through a self initiated returns timeline analysis, exposing roughly \$70,000 in business losses on goods the employee resold for \$20,000. The employee was terminated, convicted, and served jail time. Designed and implemented the controls that closed the gap.

Partner, Operations and Ecommerce Sales | Heartland Products, Inc

Apr 2008 to Feb 2018

Manufacturer and multi channel ecommerce distributor.

- Directed a 5 person machine shop alongside end to end multi channel ecommerce operations, owning supply chain, fulfillment, and commercial strategy.
- Optimized fulfillment with JIT inventory practices and SaaS tooling, reducing total fulfillment time 25%, cutting preparation time by over 75%, and holding a 0.3% error rate.

CONCURRENT & LEADERSHIP

Founder and Solo Builder | Independent AI Product Development (Self Directed)

Dec 2025 to Present

- Defines product vision, decomposes work into agent ready tasks, reviews architecture, and accepts every production change across five live software products, directing AI coding agents as product owner, systems architect, and technical reviewer.
- Designed repeatable AI assisted development workflows that coordinate multiple specialized coding agents, enforce architectural standards through written playbooks, and hold quality through automated testing, CI gates, and cross vendor review.

Squadron Commander | Civil Air Patrol, U.S. Air Force Auxiliary

2016 to 2018

- Led 60+ members to the state's top emergency services rating and managed high value federal assets including two aircraft, ensuring regulatory compliance and operational readiness.

SKILLS & EDUCATION

3PL & Fulfillment Operations · Transportation & Freight Cost Control · Carrier Mix & Negotiation · Returns & Reverse Logistics · Claims Management · SOP & SLA Design · Root Cause Analysis · Inventory Control & Reconciliation · Team Building & Turnaround · Process Improvement (Lean Six Sigma) · NetSuite ERP · Tableau · Convey · HubSpot · SPS Commerce · Jira

Bachelor of Science, Finance, DePaul University, Chicago, IL · Award: First Place, CAPSIM CAPSTONE Business Strategy Simulation · Management Skills for New Managers, American Management Association, Philadelphia, PA · Lean Six Sigma Yellow Belt, SUNY Binghamton University, Online