HECTOR APODACA

OPERATIONS | INVENTORY AND FULFILLMENT | PROCESS IMPROVEMENT

Beaverton, OR | theapodaca@gmail.com
linkedin.com/in/apodacahector | Portfolio

Operations professional with 7+ years in customer service and operations, including management of three locations and 20+ employees. Nike experience spans store accounting, shipping coordination and cross-training in inventory and fulfillment. Builds practical Excel tools, reporting workflows and training materials to improve daily execution.

Excel and Office Scripts | Receiving and shipping support | Inventory and fulfillment
Data validation and reporting | SOPs and training | Staffing and vendor coordination

PROFESSIONAL EXPERIENCE

NIKE COMPANY STORE | Beaverton, OR

Selling and Service Specialist (Accounting & Administration) **11/2024 - Present**

- Built the Zone Chart Builder in Excel and Office Scripts to organize schedules and flag roster errors; preparation time reduced by roughly half based on a personal estimate.
- Coordinate shipping readiness and staging capacity, verify orders, and communicate with back-of-house partners while balancing floor leadership duties.
- Partnered with a footwear specialist on a Copilot-assisted reporting pilot, organizing sales, replenishment needs and ordering information for leadership.
- Worked with leadership on an ordering reference guide used for team refreshers, bringing key steps and verification reminders into one place.
- Co-designed a daily huddle format with two other leaders; used daily in-store and adopted by other locations.
- Supported seasonal onboarding across multiple seasons as part of a small team.
- Support daily reconciliation and deposits; investigate discrepancies, document findings and escalate exceptions to appropriate support partners.

Store Athlete **08/2023 - 11/2024**

- Supported customers with product selection and service; coordinated setup and on-site logistics for a pop-up event.
- Completed two months of off-site inventory and fulfillment cross-training in receiving, shipping support, stocking and online orders. Processed item adjustments and defectives, supported inventory corrections, and accepted incoming product transfers using an inventory management system.

ALDI | Walnut, CA

Lead Cashier **09/2022 - 07/2023**

- Led daily cash operations, trained five new cashiers, and processed up to 200 transactions per day.

JIMMY JOHN'S (CMM, LLC) | City of Industry, CA

Area Manager of Operations **03/2017 - 01/2022**

- Managed three locations, 20+ employees, and an approximately $500,000 annual operating budget.
- Led recruiting, staffing, scheduling, and coaching; coordinated purchasing and vendors across locations.
- Built a food-ordering ledger to track inventory needs and support purchasing decisions, helping reduce food loss.

SELECTED PROJECTS

Clumsy Cloud Studio - Independent work

- Designed and delivered Molina Graphics' website, organizing installation examples, service information, and quote-request paths.
- Design and build Apple apps and websites through Clumsy Cloud Studio; use testing, feedback and AI-assisted development to improve everyday workflows.

EDUCATION

Arroyo Grande High School | High School Diploma | 2012