

Charles Huegel

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Summary:

- Industrial Engineer (MS) with 5+ years experience in operations
- Experience managing employees, contractors, and working as an individual contributor
- Ops Manager for the first ever (US) e-scooter market to be profitable
- Lean Six Sigma Black belt and successful six sigma project in the beverage industry

Here's what previous colleagues are saying: (actions speak louder than words)

Hard worker that gets results!

(Previous company hired 2 people to backfill my role)

A necessary part of our team!

(When I put in notice my manager started a company wide initiative to find a way to keep me within the org.)

Excellent and compassionate leader!

(I've been honored with being invited to the wedding of a direct report, twice. Neither was obligated and one was four years after we no longer worked together!)

Why am I looking for a change?

I was part of a reduction in force when Spin was purchased by a competitor. I see this as an opportunity to transition into a role with more leadership responsibilities and new exciting challenges.

Experience:

Spin (Dockless last mile mobility)

Remote — Sr Warehouse and Fleet Operations Lead, February 2020 - October 2023

Change Management / Continuous Improvement / Industrial Engineering

- Standardized infrastructure and processes, created operations critical SOP's
- Worked cross functionally and with external vendors for: Warehouse selection, warehouse layout, electrical design for charging, maintained launch procurement list, project manage every launch, and operations vehicles program management
- Created the 5S & Safety audit process and conducted monthly warehouse audits to track indicators for success, analyze and report the data; managed a team of 3 auditors.
- Developed Repair Ops data collection process, reported on the status in All Hands meetings, and met with individual market managers to discuss performance and improvements.
- Created the Maintenance Specialist Candidate skill evaluation and new hire benchmarks
- Developed forecasting methods for answering unknowns: Warehouse size, Labor, Ops Vehicles, Spare Parts Consumption
- Identified KPI's and held operations leadership accountable to compliance and targets
- Program Manager for ops vehicles including working with vendors, fuel, repairs, and telemetrics.

Lime (formerly Limebike)**Greensboro, NC — *Operations Manager*, August 2018 - February 2020**

- Led the first US e-scooter market to reach profitability by optimizing revenue, data analysis, and increasing efficiency to reduce costs.
- Invented scooter ops infrastructure and processes that are now used industry wide; charging bays, warehouse zones, route optimization
- Generated positive media by working with local news outlets and hosting community events
- Lead local government relationship by attending city council meetings and DOT work sessions
- Customer service and conflict deescalation regarding public and consumer complaints and inquiries
- Managed an internal team and a pool of 100+ contractors

North Carolina A&T State University,**Greensboro, NC — *Teaching Assistant for Dr. Younho Seong*, August 2016 - May 2018**

- Aided in teaching advanced human factors concepts
- Proctored, graded, and assessed exams and assignments
- Held office hours

AM Wedding DJ's,**Kernersville, NC — *Disc Jockey / MC/ Event Coordination*, 2012 - 2018**

- Public Speaking
- Collaborate with multiple vendors
- Customer Service in a high emotion environment
- Train and evaluate new hires
- A/V installation

SRS Motorsports, (Powersports dealership)**Greensboro, NC — *Technical Sales Rep*, 2009 - 2011**

- Manage inventory and retail stock
- Created and managed online stores
- Managed customer accounts
- Counter & Phone sales

Education:**MS Industrial Engineering, North Carolina A&T State University**

- Optimization, Data Analysis, Project Management, Human Factors
- Successful six sigma project in beverage packaging
- Successful UX project (Dashboard Redesign) for Alta Motors

BA Psychology, University of North Carolina - Greensboro

- Research assistant in Zell Psychology Lab
- Participated in the Philosophy club
- Founded the UNCG cycling club and competed in USAC collegiate cycling national championships