

# Stephanie Rhen

Delivery Manager

## Profile

Delivery Manager with 5 years of experience in overseeing end-to-end delivery processes, ensuring timely and cost-effective completion of projects. Adept at collaborating with cross-functional teams, optimizing resources, and implementing innovative solutions to enhance operational efficiency. Proven success in driving customer satisfaction by ensuring adherence to quality standards and fostering continuous improvement. Strong leadership and communication skills with a track record of building high-performing teams to achieve organizational goals.

## Employment History

### Delivery Manager at DoorDash, NY

Mar 2023 - Present

- Successfully managed a team of 50+ drivers, achieving a consistent on-time delivery rate of 95% and leading to a 20% increase in customer satisfaction ratings within one year.
- Implemented an optimized route planning system, reducing average delivery time by 15% and increasing driver efficiency by 10%.
- Spearheaded the launch of a new delivery zone in the New York City area, resulting in a 25% increase in monthly revenue and expanding DoorDash's market presence.
- Developed and executed a driver training program that improved driver retention rate by 30% and reduced onboarding time by 50%.

### Associate Delivery Manager at Instacart, NY

Jul 2018 - Jan 2023

- Successfully managed the onboarding and integration of 50 new shopper partners within three months, resulting in a 20% increase in delivery capacity and a 15% reduction in average delivery time for Instacart customers in the New York region.
- Streamlined the delivery process by implementing a new route optimization algorithm, leading to a 25% reduction in total delivery miles traveled and an overall decrease in delivery costs by 18% over a six-month period.
- Led a cross-functional team to improve customer satisfaction rates by 30% within one year through enhanced communication, training initiatives, and performance monitoring, ultimately contributing to a 10% growth in repeat business for Instacart in the New York market.

## Certificates

### Project Management Professional (PMP)

Nov 2021

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## Education

### Master of Business Administration in Operations Management at Columbia Business School, New York, NY

Sep 2014 - May 2018

Relevant Coursework: Operations Management, Supply Chain Management, Business Analytics, Project Management, Quality Management, Lean Six Sigma, Strategic Management, Managerial Economics, Financial Management, and Human Resource Management.

## Links

[linkedin.com/in/stephanierhen](https://www.linkedin.com/in/stephanierhen)

## Skills

Agile methodologies

Scrum framework

Kanban techniques

Lean principles

JIRA proficiency

Trello expertise

DevOps understanding

## Languages

English

Russian