

# Conlan Elijah Sykes

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## SUMMARY

Operations Manager experienced in leading multi-site data center operations and fulfillment teams. Demonstrated ability to guide team-driven projects from proposal through executive approval, develop automation and dashboards, and align operations with business goals. Eager to leverage leadership and process standardization skills to drive innovation and strategic growth.

## EXPERIENCE

**Operations Manager, Data Center** 2024-06 – 2025-08  
**Amazon Web Services (AWS) · Portland, OR (regional)**

- Managed night operations for a multi-billion dollar datacenter cluster; primary escalation for incidents/outages; executed pivot plans during high-risk scenarios across 16+ buildings; owned multi-team projects in the PDX East region.
- Developed leadership pipeline: trained 2 shift leads; promoted 5 team members; introduced 1:1 templates adopted across teams.
- Reviewed resumes and designed training plans; expanded leadership development beyond immediate team.
- Consolidated documentation into a single knowledge base; authored SOPs/runbooks; standardized safety/readiness training and drills.
- Sponsored team-proposed projects from proposal through budget/approval to execution; aligned with operational priorities.

**Inventory Flow Lead (Seasonal Assignment)** 2024-02 – 2024-05  
**Target · Minneapolis, MN**

- Led and trained 10–15-person audit teams across multiple stores; ensured full-building audits completed on schedule under strict deadlines.
- Partnered with leadership to align audit outcomes with compliance standards.

**Team Lead — Fulfillment** 2022-01 – 2024-05  
**Target · Minneapolis, MN**

- Supervised 15 associates; raised order accuracy by 20% and shortened fulfillment turnaround through clear goals and rhythms.
- Built a bench through coaching and stretch roles; three team members promoted within 12 months.
- Balanced team management with hands-on operations — onboarding, hiring, and process adaptation to evolving business needs.

## SKILLS

Hiring & onboarding, Coaching & mentoring, Performance management, Schedules & rotations, Recognition programs, Conflict resolution, Cross-functional collaboration, Leadership development, Succession planning, Delegation & RACI, Incident command (Sev-1), Change management, Continuous improvement (Lean/Kaizen), Capacity planning, Vendor & stakeholder management, Vendor contract negotiation

## EDUCATION

**B.S., Computer Science (Online)** 2023 – 2027  
**Wilmington University**  
GPA: 3.87