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LOGISTICS & OPERATIONAL MANAGEMENT

♦ Distribution - Customer Support - Sales - FLT - Warehousing ♦

A multi-skilled, key team player possessing a wealth of multi-disciplinary experience, including operational / production, administration, logistics, stores, customer service and supervisory abilities. Well accustomed to working under pressure to tight budgets and schedules. Strong leadership, team building and skills. Excellent commercial approach to problem solving through the establishment of new systems and making efficient existing systems, maximizing resources and promoting change. Now looking for a position within a similar role or an exciting opportunity that offers career progression.

AREAS OF EXPERTISE

- Logistics / distribution
- Production control
- Customer / supplier relations
- Procurement / cost savings
- Administration
- Operational issues
- Staff training / development
- Materials handling / FLT driver
- JIT / MRP / /Kanban / FIFO
- Import / Export documentation
- Team leadership
- Personnel issues
- Health and Safety Awareness
- Inventory control
- Advanced computer literacy

PROFESSIONAL EXPERIENCE AND SIGNIFICANT ACHIEVEMENTS

Write Company A Here

CUSTOMER SERVICE AND LOGISTICS TECHNICIAN

2000 - Present

An industrial products supplier and specialist manufacturer of custom built industrial hoses. Working within this multi-disciplined role, mainly covering (as part of the management team) distribution, production, stock control, warehousing and customer services as well as managing general office procedures, health and safety and dispatch.

Logistics / Distribution / Procurement:

- Responsible for the production department's transport, logistics, supply and re-supply, goods-in and out, export, documentation, production schedules and customer support.
- Optimized store holding - JIT. In a complex administrative role, managing a huge inventory through computer databases. Responding to, and anticipating demand patterns using computer models.
- Procurement of resources, distribution and disposal of equipment and materials.
- Improved daily despatch accuracy from approx. 85% to 99.5%

Production / Production Planning:

- Deputizing for the Production Manager supervising over 30 staff - an on-going, problem solving role, responsible for keeping the lines going at optimum levels, maintaining output and quality on all products, liaising with customer services, sales department. First point of contact for customers.
 - Instrumental in formulating production plans that optimised output against targets. Working within Quality Systems: assisted the Production Manager in FMEAS and NJSUs and SSIRs.
 - Achieved ISO9002 and maintained BS5750/ISO9001/ ISO9002 quality standards.
 - **Production Planning**, ordering raw materials, packaging and purchases within specifications and budget. Maintaining output and quality on all products.
 - Developed scheduling systems, formulating production plans that optimised output against customer service targets.
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PROFESSIONAL EXPERIENCE AND ACHIEVEMENTS (CONTINUED)

Company A

Customer Support Administration:

- Transferring data from customer schedules and creating in-house work schedules.
- Dealing with all customer requests, requirements, complaints etc.
- Analyzed manufacturing and material availabilities against customer demand.
- Ordering tools, goods and equipment, booking-in goods, raising delivery notes and purchase orders

WAREHOUSE MANAGEMENT / HOSE TECHNICIAN

1999 - 00

- Responsible for the day-to-day routines of a 15,000 sq. ft warehouse and a fast moving inventory which consisted of 4500 item headings, encompassing Motor Transport, Technical, General Stores, Engines and ancillary equipment.
- Helped re-build the warehouse whilst integrating a new computerised stores system and establishing the most efficient layout.
- Updated and improved the Standing Operating Procedures and Technical Procedures for the warehouse.
- Increased efficiency of warehouse, stock control and despatch by rescheduling and prioritising workloads.
- Reduced monthly issue in-abilities from 30 to 2-3 and a first time strike rate of 98.5% was reached.
- Introduced technical training, Health & Safety awareness and quality meeting on a monthly basis.
- Increased overall efficiency of stock control and despatch.
- Increased Stocktake accuracy levels to 0.001%

TRADE COUNTER (SALES) & WAREHOUSING

1997 - 99

- Administration / sales: - face-to-face with customers, determining needs, problem solving, supply, customer care etc. Also involved in credit control.
- Met sales targets year-on-year within set budgets and profit/loss.
- Duties included purchasing, supplier queries, customer servicing.
- Increased gross margin 31.5% to 33%.
- Raised awareness and marketed the company by advertising and implementing promotional offers.

EARLY CAREER SUMMARY

Sales Assistant	Computer Shop	1987 - 89
Sales Co-ordinator	Packaging	1989 - 92
Sales Assistant to Manager	Filling Station.	1994 - 97

Interests and Pastimes: Football (Player), keeping fit, cycling, photography.
Marital Status: Single Parent (1 daughter).
Born: 1973.

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