

# JOHN SMITH (MA)

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## EDUCATION

*The University of Example 2011*

*Master of Arts*

*History (Merit)*

*The University of Example 2007 – 2010*

*Bachelor of Arts*

*History (2:1)*

*Example 6th Form College 2005 – 2007*

*A Levels*

*Information Technology (B), History (B), Music Technology (B), English Language (C),*

*General Studies*

*(B)*

## WORK EXPERIENCE

*Example Company #1 2014 – Present*

*Demand Planner / Team Leader*

*- Manage the UK logistics department - responsible for building and managing a small team of*

*Supply Chain Coordinators*

*- Manage the supply chain side of the Retail Lighting segment in support of a number of leading*

*UK high-street retailers*

*- Manage the stock profile of key retail accounts, generating monthly forecasts and project forecasts*

*- Personal KPIs include forecast accuracy, reducing inventory and transport costs*

*- Analyze demand trends and supply constraints and maintain plans accordingly – developing*

*dashboards to monitor demand and other analytics*

*- Ensure optimal balance between customer service levels and inventory through the S&OP process*

*- Run monthly trade reviews with account managers to align with future business plans and changing demand*

*- Support the order desk and account managers - acting as the gatekeeper between suppliers,*

*factories and the customer service team*

*Example Company #1 2011 - 2014*

*Supply Chain Coordinator*

- Raised and processed purchase orders for shipments
- Provided front line support for supply queries from the project desk, quotations & account managers
- Managed relationships with various third party suppliers and factories as the main UK lighting representative
- Implemented key supply chain improvement projects - factory closures / SAP & Oracle integration / forecast accuracy / new product introductions
- Acted as UK gatekeeper for the design-to-order process – working with the sales team and factories to set up new product derivations in SAP and approving basic design aspects

### **Example Charity #2 2013**

#### **Business Development Volunteer**

- Aided the establishment of the UK charity
- Developed educational packages and talks in India
- Provided research on UK charity legislation
- Worked on the development of a new donor database
- Advised on future fundraising opportunities

### **SOFTWARE**

- SAP (Advanced)
- Microsoft Office (Advanced Excel)
- Business Explorer/Analyser
- Oracle
- Salesforce.com

### **QUALIFICATIONS / AWARDS**

#### **Example Company #1 - Employee of the Year 2016**

##### **Taking Ownership**

One of four award winners selected annually from the entire Philips Lighting UK staff.

Awarded for

my role as Logistics team leader - building and training a new team from scratch following a period

of severe staff shortages

##### **Project Management – Green Belt 2015**

Six Sigma' project management qualification, focused on team leadership, measuring process

efficiency and maintaining success through continuous improvement

#### **Example Company #1 – Annual Team Award 2015**

##### **Team Up To Excel**

Recognition for my team following the acquisition of Indal Lighting - visiting European factories to

advise on the implementation of SAP and our processes