

Radoslav Mihelik

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Profile

A seasoned expert in distribution, logistics/3rd party logistics, supply chain, operations, and warehouse management, proven in managing large-scale operations and enhancing business processes to boost growth, enhance delivery performance and cut costs. Skilled in supply chain optimisation, strategic sourcing, inventory control, and process improvement, leading to better operational efficiency. Experienced in leading cross-functional teams, implementing safety protocols and complying with industry standards. Key strengths are vendor relations, transportation management, demand forecasting, and continuous enhancement. Dedicated to achieving impressive results through strategic planning and solid business acumen.

Work Experience

Sep 2023 – Oct 2023

Logistics Consultant, K&L Transport Ltd

Oversaw the establishment of comprehensive logistics operations, orchestrated the warehouse setup, and provided expert recommendations on staffing levels for optimal operational efficiency. Implemented supply chain optimisation strategies, coordinated seamless transportation routes, and conducted regular audits to ensure compliance with industry standards. Furthermore, collaborated with cross-functional teams to streamline inventory management processes and introduced technology-driven solutions to enhance tracking and reporting capabilities.

May 2022 – Aug 2023

Operations Manager, Sofa.com

Possess comprehensive experience in managing logistics operations. Includes monitoring product acquisition, distribution, warehousing, scheduling and delivery. Have a thorough understanding of how to optimise operations whilst maintaining utmost quality and cost-efficiency. Adept at team leadership and strategic planning.

- Direct Reports to My Position from International Locations: Poland (Purchasing Manager), Scotland (Warehouse Manager), Holland (Warehouse Manager).
- Collaborating closely with the Managing Director at our factory in Poland, engaging directly with the Buying & Merchandising team on product finalisation.
- Managed GDPR compliance in operations, implementing data protection policies.
- Liaised with the finance team, overseeing all transactions within the Navision system, coordinating and scheduling logistics routes three weeks in advance.
- Compiled and submitted the annual waste compliance report to Valpak Ltd.
- Oversaw the entire supply chain process, ensuring timely and cost-effective transportation of goods from suppliers to end-users.
- Implemented and monitored KPI's to continuously improve logistics operations and reduce overhead costs.
- Established strong relationships with transportation providers, securing favourable terms and ensuring uninterrupted flow of goods.
- Directed cross-functional teams in managing warehousing and distribution channels, ensuring optimal inventory levels and timely order fulfilment.
- Designed and enforced stringent safety and compliance protocols in line with industry standards, resulting in reduced risks and improved operational efficiency.

Key Achievements

- Launched a cutting-edge warehouse facility in Scotland, bolstering the company's storage and distribution reach within the region, leading to a reduction in cost per delivery.
- Among eight personnel, continuously worked on-site during **COVID-19, contributing to a 50% increase in sales.**
- Played a pivotal role in establishing the logistical framework, ensuring seamless integration of transportation, inventory management, and order processing systems.
- Led the design and layout of the warehouse, optimising space utilisation and facilitating efficient movement of goods, resulting in reduced lead times and improved customer satisfaction.
- Conducted a comprehensive manpower analysis, recommending the hiring of a specific number of skilled personnel across various roles, ensuring optimal workforce allocation and productivity.
- Devised a robust business structure, delineating clear roles and responsibilities, streamlining communication channels, and promoting a collaborative work environment conducive to operational excellence and growth.
- Devised a strategy to mobilise non-performing stock/returns, **generating in excess of £1M/annum.**

- Received three nominations for Employee of the Month within a two-year span, consistently **ranking in the top five out of 30K employees**.

Jun 2018 – Apr 2022

Warehouse Manager, Sofa.com

Responsible for overseeing the smooth running of storage, receipt, retrieval, and dispatch of goods. Diligently organise safe and efficient warehousing, whilst maintaining security, health and safety compliances. Proven skills in team leadership and inventory management.

- Managed and coordinated the receipt, storage, and timely dispatch of goods, ensuring efficient utilisation of storage space and adherence to stock rotation principles.
- Led the implementation of warehouse management systems and technologies to monitor inventory levels, track goods movement, and optimise storage space utilisation.
- Established rigorous health and safety protocols, conducted regular risk assessments, and ensured compliance with statutory regulations, leading to a significant reduction in workplace incidents.

Key Achievements

- **Liaised with the line manager to introduce an innovative warehouse management system, resulting in a 30% reduction in order processing times** and improved inventory accuracy.
- **Successfully led a team to achieve 99% on-time delivery rates** for two consecutive years, surpassing industry standards.
- **Implemented a staff training programme that boosted worker productivity by 20%**, leading to faster fulfilment and increased customer satisfaction.

Jan 2017 – Jun 2018

Operations Manager, Crowne Plaza Hotel

Managed operations for a facility **comprising 138 bedrooms, 7 meeting rooms, 2 banqueting rooms with capacities for 300 and 155 guests** respectively for sit-down meals, 2 banqueting bars, a resident bar, restaurant, juice bar, spa, and leisure club.

- Implemented revenue management strategies, maximising room occupancy and yield.
- Established protocols for staff training and development to ensure consistent service delivery across all departments.
- Managed vendor relations, procurement processes, and inventory control for the hotel's amenities and services.
- Managed end-to-end Human Resources functions within the department, including recruitment processes and the conduct of disciplinary meetings.
- Collaborated closely with sales and conference teams, attending client show rounds to accurately assess and meet specific conference and catering requirements.

Key Achievements

- **Awarded Service Superstar of the Year** after 8 months of employment.
- **Achieved 100% compliance on IHG audits**, ensuring the department adhered to standards and procedures.
- Consistently **met and exceeded monthly revenue targets** through exceptional team customer service and strategic amendments to the banqueting bar list.
- **Successfully reduced operational costs by 15%** through strategic budgetary planning and efficient resource allocation.
- **Led a team of over 100 staff members, achieving a 95% retention rate, enhancing employee satisfaction scores by 20%.**
- **Delivered a 12% increase in year-on-year profit** by adept P&L management and revenue optimisation techniques.
- Introduced innovative people management practices, **resulting in a 30% increase in staff productivity** and service quality.
- **Achieved a consistent under-budget performance event**, enhancing the hotel's financial health.

Oct 2016 – Jan 2017

F&B Manager, Taplow House Hotel

Managed all aspects of food and beverage operations within the hotel, including budget control, stock monitoring, staff training, and the implementation of strategies to optimise service quality and profitability. Achieved a **significant increase in customer satisfaction**, as evidenced by an **improvement in the hotel's TripAdvisor rating from 4 to 4.5 stars**. Additionally, played a key role in the hotel **restaurant's attainment of its first Rosette Award for culinary excellence**.

Sep 2015 – Jul 2016

M&E Operations Manager, Beaumont Estate Hotel and Conference Centre

Tasked with planning, organising, and managing both corporate and private events; handled all event logistics from venue selection to budgeting and supplier coordination. Reported to the General Manager and collaborated with other Heads of Departments, playing a pivotal role in ensuring the smooth running of the venue, consistently delivering high-quality services to meet and exceed client expectations.

- Demonstrated comprehensive event management expertise by orchestrating events from initial setup to completion.
- Efficiently led and managed a **diverse team of up to 140 personnel**, excluding **11 senior leaders**.

- Orchestrated flawless execution of diverse corporate events, meticulously coordinating logistics, vendor relationships, and budgets, ensuring seamless guest experiences.
- Spearheaded strategic planning and resource allocation for meetings and events, optimising efficiency and cost-effectiveness, resulting in increased client satisfaction and profitability.
- Implemented robust quality control measures, fostering a culture of excellence within the team, and consistently achieving high standards in event delivery.

Key Achievements

- Successfully oversaw a financial portfolio with an **annual payroll budget of £610K**, aligned with **department revenues of £4.6M**.
- Conducted meticulous appraisals spanning from craft to management levels, ensuring consistent performance standards.
- Spearheaded a notable **4-day outdoor conference event and dinner for 1300 delegates**, earning accolades for exceptional execution and **securing rebookings for three consecutive years**.
- Cultivated relationships with multinational clients, facilitating international conferences at the venue, **generating an annual revenue of £2M**.
- Merged the bars and M&E teams, decreasing payroll costs and allowing greater control over events.
- After 3 months, **beverage stock control hit 93% of target KPIs**, proving better controls were in place due to the reorganisation.
- Implemented changes which decreased costs and improved controls over beverage stock.

Aug 2011 – Aug 2015

Deputy M&E Operations Manager, Beaumont Estate Hotel and Conference Centre

Demonstrated strong leadership by overseeing and coordinating meetings and events operations, supporting the Operations Manager in staff management, service standards enhancement, and business performance improvement while ensuring guest satisfaction. Responsibilities included planning, organizing, ordering, forecasting, and team development.

- **Led an 8-member team, oversaw 5 simultaneous dinners**, and managed 30 diverse clients in various meeting rooms with distinct catering needs, emphasizing attention to detail.
- Led coordination of all logistics for meetings and events, ensuring seamless execution from planning to completion.
- Managed a team of event staff, delegating tasks and responsibilities to guarantee efficient event operations.
- Oversaw budget allocation and expenditure, maintaining financial control and accountability for all events.
- Collaborated with cross-functional teams to meet client expectations and deliver exceptional event experiences.

Key Achievements

- Collaborated with an Assistant Floor Manager and a team of 4 Supervisors to flawlessly execute various events, including **banquets for up to 550 guests, weddings for up to 150 guests**, external caterer **weddings accommodating 550 guests**, up to **75 meeting rooms in use**, working **lunches for up to 650 guests**, and private lunches.
- Successfully **increased client base by 25%** through strategic marketing and promotional campaigns.
- Achieved a 15% reduction in costs by optimising suppliers contracts and negotiating favourable terms.
- Received accolades from clients for consistently delivering events that exceeded their expectations, **resulting in a 95% client satisfaction rate**.

Career Note: Previous role includes **Coffee Lounge Supervisor** (2009–2011), and **Conference Crew** (2007–2009).

Education and Training

Marketing Graduation Certificate, Marie Curie College

Professional Memberships and Associations

Level 3 hospitality, In Progress

Personal License Holder

Food Hygiene Level 2

Health and Safety Diploma

Foundations of Management Qualification

Professional Skills

Vendor relations | Transportation management | Cost reduction | Procurement | Team leadership | KPIs
 Quality assurance | Lean manufacturing | Warehouse management | Six Sigma | Demand forecasting
 Operations management | Logistics | Supply chain | Inventory control | Process optimization
 Continuous improvement | Production planning | Strategic sourcing | Root cause analysis