

## FULFILLMENT ADVOCATE

### Summary

Guadalajara, Jalisco, Mexico With a 8 year experience on the manufacturing and IT companies and knowing materials, finance,sales and supply chain processes where my concern is being in constantly growing. Today I would like to bring my expertise together with my strong analytical capabilities and excellent communication skills to international company with customer focus. I have no fear for changes and that is why I would like to learn new processes and being involved in new areas in order to be a multi skill person that faces every situation with the right knowledge. I believe that my substantial skills on materials and finance areas could be seen as valuable assets and would be very helpful in achieving of many business objectives.

### Highlights

- People Management
- Finance
- Manufacturing process
- Order entry
- Backlog Management
- Customer relationship
- Microsoft Office
- ERP (SAP,BAAN,ORACLE, 4TH SHIFT)
- Eclipse(Pricing program)

### Accomplishments

- Created critical backlog tracking and improve on-time delivery, customer issues and safety statistics.
- Kept inventory by 99%
- System architecture migration from ORACLE to BAAN V, BAAN IV to BAAN V
- Increased services penetration rate from 20 to 25%
- Inventory reduced project from desktops linux conversion into WINDOWS

### Experience

04/2014 to Current

Fulfillment Advocate Company Name - City , State

- Liaison between sales, factory, planning , customer and logistics Coordinate with Order management for billing Billing Accuracy Business partner management.
- Backlog Management
- Customer relationship
- Supply analysis
- Orde entry

06/2012 to 04/2014

Business Operation Analyst Company Name - City , State

- Liaison between sales and customer for analyze the best option for customer customization services.
- Coordination and execution for customer services from second touch(rework) area/manufacturing site Coordinate second touch operations such as forecasting, production plan, process improvements.

- Analysis of backlog management.
- Responsible for 2nd touch area, p
- People management (80 people 2 shifts)
- Suppliers relationship

01/2011 to 06/2012

CSSM Customer Sales Support Manager Company Name - City , State

- Pricing update, New orderable items creation,
- customer relationship
- Anticipates and communicates product & pricing updates
- Ensures set-up and maintenance of Contracts (PS)
- Utilizes configuration tools to develop valid configurations meeting sales / customer reqs
- Create, submit, manage Lifecycle Maintenance of PN
- Proactively manages EOL & NPI in offering and catalog
- Propose alternatives for EOL products Drive catalog set-up & maintenance in line with Sales and customer requirements

04/2010 to 01/2011

INVENTORY CONTROL TEAM LEAD Company Name - City , State

- Inventory Control supervision
- Customer Service
- New Projects Implementation
- Purchase and sales management
- People management
- Supervise, train and provide support to the Hub's Specialist 1 in charge.
- Drive the month-end closing process at end of period,
- Ensuring that all Hub's Specialist complete all their month end close task's and to detect any issue regarding receipts and sales.
- Develop and organize the agenda and work plan for physical inventory at different warehouses in US such as coordinate the process of claim to recover part of the discrepancies reported by the warehouse contact.
- Coordinate and follow up for all new set up's within the VMI (Vendor Management Inventory) schema Projects involved:

04/2008 to 04/2010

Cost Accountant Company Name - City , State

- General Ledger
- Inventory control, Cost Analysis, Customer service,P&L, Expenses analysis, Revenue recognition) Financial and Fiscal statement preparation, presentation and accounting reviews.
- Costs control for distribution companies in US, EUROPE and MEX Intercompany Financial Customer service.
- US GAAP knowledge SOX Audit VMI financial flows set up.
- PPV monitoring and handling Expenses analysis P&L and Balance sheet reconciliation Overall Inventory control for Finance and Logistics process

05/2007 to 04/2008

Inventory Controller (Hub Specialist) Company Name - City , State

- Purchase management
- Inventory control
- Customer service
- Sales order management
- Overall Inventory control Distribution Centers.
- Logistics criteria management (EXW, DDP & DDU) Flextronics Supply Chain responsibility.
- Purchase, Sales & Return orders (RMA & RTV) PPV management Forecast and cycle count analysis Keep the inventory accuracy Sales order management Purchase order management.

05/2006 to 05/2007

Replenishment Coordinator Company Name - City , State

- VMI Management
- Supply chain management
- Inventory control
- Work with Buying staff and Store Operations to identify sales/inventory opportunities
- Confer with vendor contacts to obtain favorable and timely deliveries as well as the best possible pricing Waterfall forecast analysis Inventory Planning & Supply negotiation VMI(SMI) program JIT scenario negotiation trough 3PL's and In Plant Store Hardware and packing Suppliers setup trough IPS and Tents outside of production buldings for direct point of use delivery.
- Supply Chain Management.

Education

2008

Diplomado : Cost Accounting University of Guadalajara - City , State , Mexico

2004

Bachelors Degree : International Business University of Guadalajara - City , State , Mexico

Personal Information

Languages

English 90%

Portugues 60%

Skills

Customer Service

Self Starter

Team player

Analytics

Additional Information