Maher Omri
Demand Planning and Customer Service Specialist

Proactive client-focused customer service and demand planning specialist with 3 years of experience in demand forecast management, production master and detailed planning and customer service management, mainly in automotive industry with a target of 100% of customer service rate with least logistics cost (mainly achieved).

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WORK EXPERIENCE

Customer Service Contact/Supply chain project manager
VALEO Control and Driving Assistance Systems

05/2019 - Present   *Ben Arous, Tunisia*
Achievements/Tasks

- Ensure all customer requirements are set up in SAP and the EDI connection is working.
- Manage all demands for products from customers by driving sales and operation plan and Master production Schedules.
- Collect the reliable information and communicate it to the customer when an on-time misdelivery is predicted.
- Make sure from the complete customer demand (date & quantity) that this demand will be met.
- Define detailed and specific project solutions of the supply chain.
- Define, validate and qualify Logistic protocols and calculate logistics investments.

Transport Planning Leader
Leoni Wiring Systems

09/2018 - 04/2019   *Sousse, Tunisia*
Achievements/Tasks

- Optimize permanently the transportation routes and tracks utilization.
- Ensure that a contingency plan is in place with all forwarders.
- Manage complaints regarding transportation.
- Administrate the TMS Siemens AX4 and train all plant users.

Purchasing and Logistics Manager
MEDITEC NMC SARL

10/2017 - 08/2018   *La Manouba, Tunisia*
Achievements/Tasks

- Integrate of all customer demands in the Master Production plan.
- Negotiate delivery dates if our capacity can not meet to due date.
- Plan weekly the master and detailed production scheduling.
- Provide appropriate data and document in B2B customer portal.
- Calculate weekly needs in row material MRP (manually).
- Launch purchase orders and procurement.

EDUCATION

Industrial and Logistic Systems Engineering
National engineering school of Carthage

09/2014 - 10/2017   *Ariana, Tunisia*

Physics-Technology preparatory cycle
Preparatory School for Engineering Studies of Nabeul IPEIN

09/2012 - 06/2014   *Nabeul, Tunisia*

SKILLS

Demand forecast analysis

MPS and S&OP analysis

Detailed scheduling

Production control analysis

Customer service management

Statistics and data analysis

Logistic flow optimization

SAP: MM, PP, SD

Microsoft office (Advanced)

Transport management

ACHIEVEMENTS

Create a tracking system integrating supply chain links to anticipate risks and insure 98% of CSR (08/2019 - Present)
Insure at least 98% of Customer Service Rate with neither overstock nor special freight for all the APU that i am managing

LANGUAGES

English
Full Professional Proficiency

Frensh
Native or Bilingual Proficiency

Arabic
Native or Bilingual Proficiency

German
Limited Working Proficiency

Italien
Elementary Proficiency

INTERESTS

Football   Canary breeding

Watching Series