Andrej Krmpotić

Head of Supply Chain and AI enthusiast

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Experience

Head of Supply Chain
Museum of Illusions

Jun 2023 - June 2025
Zagreb, Croatia

- Spearheaded the establishment of a new 3PL warehouse in the U.S., significantly enhancing regional logistics capabilities and cost efficiency while successfully managing an 800% increase in inventory volume within one year.
- Expanded Croatian warehouse footprint with new and redesigned layout with mobile and static shelving, more than doubling storage capacity.
- Developed and implemented supply chain processes in the US and Croatia, streamlining vendor coordination and logistics to increase delivery volume by 500%.
- Successfully managed on-time supply and logistics of more than 150 tons of exhibits and merchandise to 24 newly established museum locations across three continents within the past 2.5 years.
- Established and cultivated strategic partnerships with key suppliers. Introduced two new core exhibit suppliers, which led to better exhibit availability and added contingency that reduced supply chain risks by 40%.
- Scaled and led a team from 2 to 8 members across two Croatian locations within one year
- Optimized workflows for new exhibit development with the R&D department, ensuring designs were ready for supplier feedback and final production offers.
- Supported Oracle NetSuite ERP integration to improve stock accuracy, COGS tracking, and goods movement visibility for better financial oversight.

Supply Chain Manager
Museum of Illusions

Jul 2022 - Jun 2023
Zagreb, Croatia

- Managed international logistics and sourced new partners and suppliers to support global expansion.
- Delivered the first corporate museum launch in Charlotte, NC on time and within scope.
- Successfully negotiated with new merchandise suppliers to increase our portfolio with new high-margin products. This ensured better availability of products for our museums and increased sales by 30%.

HDS and Logistics Team Leader
Telemach

Oct 2021 - Jul 2022
Zagreb, Croatia

- Managed two operational teams: Home Delivery Service (HDS) and Logistics – driving new processes which helped reduce customer lead times by 21%.
- Led the operational rollout of Telemach's Webshop, including setup of an in-house warehouse after transitioning from 3PL. Designed fulfillment workflows that reduced order times and improved NPS.
- Organized and executed inventory checks on 80+ locations across Croatia, ensuring accountability for over 1.5 million stock items.
- Developed an optimized order placement and distribution process using Power BI and Excel Power Query. Reduced order mistakes by 45%.

Procurement Logistics Manager
Telemach

Apr 2018 - Jul 2022
Zagreb, Croatia

- Negotiated improved purchasing terms with vendors, increasing profit margins for the entire accessories portfolio 15% year-over-year
- Designed and executed sales campaigns, driving revenue growth and improving inventory turnover. Led product phase-out campaigns with a 90% success rate, minimizing excess inventory and maximizing revenue recovery.
- Utilized data analytics with Power BI to optimize product selection and pricing, achieving a 40% volume increase in yearly sales.

Product Hardware and Logistics Specialist
Tele2

Jun 2014 - Sep 2018
Zagreb, Croatia

- Created an after-sales tool that connected our POSs to our service partners and enabled our customers to see the service status on their faulty devices. This led to better customer support and overall satisfaction with an increased NPS score.
- Performed continuous SW testing on all devices in the Tele2 commercial device portfolio. This included constant cooperation with vendors like Samsung, Huawei, Xiaomi, and others to fix reported bugs, retest, and improve further SW updates to make devices work better on the Tele2 network.
- Updated and continuously analyzed and implemented new ways to improve our Tele2 after-sales processes with the help of various internal stakeholders.

Back Office Employee
Siemens Healthineers

Sep 2012 - Jun 2014
Zagreb, Croatia

Education

University of Applied Sciences Baltazar Zaprešić
2010 - 2013

Graduate Degree

Berufsakademie Nordhessen Gmbh, Heidelberg
2005 - 2008

Bachelor of Arts (BA)

Certifications

DAT207x: Analyzing and Visualizing Data with Power BI 🔗 edX	2018	**Quantitative Methods - MBA Module** 🔗 Algebra	2019
Introduction to Data Modeling for Power BI 🔗 SQLBI	2019	**Introduction to DAX** 🔗 SQLBI	2019
Business Case Education 🔗 BitanBit	2019	**Scrum: The Basics** 🔗 LinkedIn	2020
Transitioning from Waterfall to Agile Project Management 🔗 LinkedIn	2020	**Project Management Foundations** 🔗 LinkedIn	2020

Languages

Croatian
Native

English
Fluent