**Thomas Boden**

Manchester, UK • tomboden187@hotmail.com • +4478-1697-6898 • [LinkedIn URL](http://www.linkedin.com/in/thomas-boden-1793111a1)

**Operations Management Professional**

Accomplished and success-oriented professional with solid experience in business operations and development and sales management. Adept at ensuring efficient and high quality work and recommending corrective strategies for process improvement. Skilled in providing business support and improving operational and equipment efficiency to enhance safety, quality, sustainability, development, and productivity initiatives. Remarkable acumen in leading large scale business operations, performing profit and loss accountability and conducting labour planning and forecasting for all phases of business and building/leading teams to achieve shared visions and goals. ***Proven expertise in:***

|  |  |
| --- | --- |
| * Operations Management * Strategic Planning & Execution * Continuous Process Improvement * Warehouse Management | * Budgeting & Forecasting * Inventory Management * Team Training & Leadership * Relationship Building |

**Professional Experience**

Fighters Market Europe (FME), Location

**Operations Manager,** Jun 2018 to Present

*Incorporated Fighters Market Europe onto both Amazon and eBay, carried out day-to-day operations of stores, and directed a proportion of inventory to FBA warehouses’.*

Contribute in various business operations that include inventory Management and warehouse management. Perform as amazon and eBay integration controller and wholesale account assistant with several duties, including bespoke design requirements as well as compel suppliers and couriers. Administer operations team and arrange numerous Shopify accounts and multi-carrier fulfilment software.

***Key Contributions:***

* Introduced a fully barcoded warehouse and inventory management software to European operations that resulted in 90% decrease in fulfilment errors and significantly minimize warehouse team order picking time.
* Negotiated FME to UPS preferred business account and exchanged better rates with couriers saving around £1 to £4 per retail packages.
* Integrated Royal Mail and Shipstation with FME running final BETA testing successfully.
* Lessen warehouse picking errors up to 94% by integrating a fully barcoding warehouse system.
* Managed to reduce customer returns by 72% and declined dry stock inventory costs each month by around £200.
* Set up brands on eBay and amazon prime and managed to elevate sales by an extra £500-£800 each month.
* Implemented a system that helped in diminishing warehouse picking flow time by 60% allowing more time for other tasks.

Nando’s Restaurants, Location

**Cashier / Deputy General Manager,** May 2006 to Jun 2018

Performed profit and loss accountability and conducted labour planning and forecasting for all facets of business.

Oversaw and monitored15 to 30 staff members on regular basis. Contributed in payroll management, such as sickness, holiday, and maternity management. Instrumental to budget and forecasting management, local social media page management, recruitment, and training management.

***Key Contributions:***

* Exceeded a single fiscal year budget by £21K.
* Ranked as third lowest restaurant for staff turnover in the company and sixth highest in company for mystery diner scores with an average of 98.7%.
* Prearranged promotion with local college that resulted in increased weekly sales by £4K.
* Built partnership with local radio station i.e. UNITY FM.

**Education and Certification**

**B.A Honours International Business** (2018)

University of Central Lancashire - UK

**HE Diploma Business Management, Distinction** (2015)

University of Bolton - Location

**Training and SKILLS**

Intermediate Food Safety Certificate | First Aid Trained

Intermediate Health and Safety Certificate | BIIAB Award Level 2 Personal License