



ANTONIO NERO

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OBJECTIVE

To secure a senior leadership role where I can leverage my extensive experience in logistics, supply chain management, and customer-centric innovation to align projects with business objectives, drive strategic growth, and deliver positive outcomes for clients and the company.

EDUCATION AND QUALIFICATIONS

Master of Business Administration (MBA)



Six Sigma Black Belt Certified



Graduate Diploma Transport Economics*



Bachelor of Arts (BA)



PROFESSIONAL SUMMARY

A strategic and customer-focused leader with over 25 years of experience in logistics and supply chain management. Proven expertise in aligning business initiatives with customer demands, steering operational excellence, and driving innovative solutions. Adept at integrating customer-centric strategies into business frameworks to achieve sustainable growth and high-impact results.

KEY COMPETENCIES & SKILLS

- Cross-Functional Team Leadership
- Account Management
- Customer-Centric Leadership
- Strategic Business Alignment
- Customer Experience Innovation
- Autonomous Decision-Making
- Stakeholder Relationship Management
- Performance Review and Business Insights
- Customer Plan Development
- Continuous Improvement Programs
- Analytical and Reporting Skills
- Proactive Problem-Solving

CAREER SUMMARY

- **Leader Technologies & Cyber Security**
 - Shareholder & Director – Business & Marketing
- **Ducon Building Services**
 - Senior Consultant – Strategy & Business Process Review (Contract)
- **Logic Information Systems**
 - Senior Manager – Program & Advisory
- **Mecca Brands**
 - Program Manager - Transformational
- **Coles Group Australia**
 - Process Automation Lead (Contract)
- **Australia Post**
 - Project Manager Relocation – 3PL/Fulfilio (Contract)
- **JB HiFi Group**
 - Senior PM - Implementation (Contract)
- **Australia Post**
 - Senior PM – Infrastructure & Automation (Contract)
- **National Australia Bank**
 - Senior Consultant (Contract)
- **Toll Customised Solutions (TCS)**
 - Senior Business Manager/Senior PM (Contract)
- **CEVA Logistics**
 - National Business Manager
- **KPMG**
 - Manager – Business Performance Services
- **Caterpillar Logistics**
 - DCM/Ops Manager/Lean-Six Sigma Black Belt
- **TJV Pty - Hospitality**
 - Business Owner/Director
- **Mayne Nickless Ltd**
 - Operational & Admin Roles (Graduate Program)

SELECTIVE KEY ACHIEVEMENTS

Optimization of Retail Solutions at Logic Information Systems:

- Instrumental in the adoption of innovative retail solutions to enhance customer service delivery and operational efficiency.

Supply Chain Transformation at Mecca Brands:

- Implemented customer-focused supply chain initiatives, driving operational excellence and enhancing customer satisfaction across the distribution network.

Process Automation & Efficiency at Coles Group:

- Drove automation that improved customer service and increased market penetration, directly aligning new product launches with customer needs.

Operational Excellence at Caterpillar Logistics:

- Successfully negotiated complex enterprise bargaining agreements. Achieved substantial cost savings and operational improvements through transformational project & program initiatives. Achieved operational improvements that directly impacted customer satisfaction and streamlined services to meet client demands.

Innovative Project Management at National Australia Bank:

- Implemented the Business Banking Customer Service Delivery Program, significantly enhancing customer experience and operational effectiveness.

Revenue Growth Strategy at Toll Customised Solutions:

- Played a key role in the development and transition of new business initiatives, contributing to a substantial increase in annual revenue.

Operational Realignment at CEVA Logistics:

- Spearheaded the realignment of operations to meet stringent service level agreements and customer key performance indicators.

Strategic Distribution Network Rationalization at KPMG:

- Contributed to a significant operational expenditure savings through the rationalization of a client's distribution network.

PROFESSIONAL EMPLOYMENT HISTORY - DETAIL

Leader Technologies & Cyber Security **March 2024 - Present**

Leader Technologies & Cyber Security, provides comprehensive cyber security solutions, focusing on proactive threat management, innovative technology integration, and strategic security advisory services.

Director – Business & Marketing



Role Overview:

Directing the integration of customer-focused marketing strategies, driving business growth by aligning services with customer demands and enhancing market presence.

Ducon Building Solutions **October 2023 - Present**

A 20-year-old Victoria-based firm with over 1,000 projects, renowned for its commitment to delivering high-quality, value-adding construction & maintenance services to a diverse range of clients, including major public and government entities, maintaining a focus on strong, lasting relationships and team excellence.

Senior Consultant – Systems, Strategy & Business Process Review (Contract)



Role Overview:

Leading the development of customer-centric business processes & strategy, driving operational efficiency and enhancing customer satisfaction by aligning systems with business goals.

Logic Information Systems **July 2022 – September 2023**

Privately held company headquartered in Bloomington, Minnesota, serving leading retailers worldwide.

Senior Management – Consulting, Program & Advisory



Role Overview:

Drove customer-focused retail transformations, leveraging deep program management expertise to align business objectives with innovative customer experience strategies.

Mecca Brands**September 2021 – June 2022**

Locally owned cosmetics retailer operating in Australia and New Zealand.

Program Manager – Supply Chain TransformationThe Mecca logo consists of the word "MECCA" in a bold, red, sans-serif font, centered within a light red rectangular background.**Role Overview:**

Led customer-centric supply chain transformations, improving service efficiency and ensuring seamless delivery aligned with customer expectations.

Coles Group (Contract)**April 2021 – Sept 2021**

Leading Australian retail company operating multiple chains.

Process Automation Lead – Own Brand-New Product Development (NPD)The Coles logo features the word "coles" in a lowercase, red, sans-serif font.**Role Overview:**

Championed automation initiatives within New Product Development, achieving notable gains in efficiency and market penetration through the strategic deployment of technology solutions.

Australia Post (Contract)**January 2021 – April 2021**

An Ecommerce Fulfilment business seeking to create the future of ecommerce, enabling merchants of any size access to instant delivery, distributed Fulfilment, and powerful technology services.

Manager, Business Process & Projects – Ecommerce Fulfilment**Role Overview:**

Directed customer experience initiatives in eCommerce fulfillment, enhancing delivery capabilities and driving operational alignment with client and customer needs.

JB HiFi Group**June 2019 – June 2020**

An Australian retailer since 1974, specializes in Consumer Retail, with The Good Guys brand, boasting a revenue of ~\$5B, ~13k employees, and a diverse product range from Hi-Fi to Portable Audio.

Manager, Business Process & Projects - Supply Chain TransformationThe JB Hi-Fi logo features the text "JB HI-FI" in a bold, black, sans-serif font, centered within a bright yellow rectangular background.**Role Overview:**

Oversaw high-impact projects from initiation to completion, significantly improving operational efficiencies and customer satisfaction.

Australia Post**May 2017 – June 2019**

Operating the nation's largest physical retail network with 4,356 Post Offices and 15,085 street posting boxes, providing diverse services, including Startrack Express, covering 11 million delivery points and 750+ daily flights.

Senior Manager, Infrastructure & Automation Projects**Role Overview:**

Led infrastructure and automation projects, delivering substantial improvements in parcel processing efficiency and safety.

National Australia Bank (NAB) - Contract**June 2015 – April 2017**

A leading Australian financial institution, spans 1,700 global branches, serving 12.7 million customers through Australian and international operations.

Senior Consultant, Business Efficiency & Process Improvement**Role Overview:**

Directed key business efficiency and process improvement projects, enhancing customer service delivery and operational effectiveness across the business banking sector.

Toll Customised Solutions – Fixed Term Contract**March 2012 – October 2014**

Offering specialized 3PL services alongside tailored transport, warehousing, and distribution solutions, TCS ensures efficient supply chain management and market fulfillment.

Senior Business Manager**Role Overview:**

Provided strategic leadership for high-value logistics and supply chain initiatives, resulting in significant service level improvements and revenue growth.

CEVA Logistics**August 2011 – February 2012**

A global logistics leader with end-to-end solutions in freight, contract logistics, transportation, and distribution. Operating in 170+ countries, with 44,000+ employees, and exceeding \$8 billion in revenues.

National Business Manager

Role Overview:

Managed national operations for the automotive sector, driving operational excellence and robust revenue growth.

KPMG**September 2010 – August 2011**

Part of one of the world's top professional services networks, its Business Performance Services (BPS) specializes in guiding clients through growth, performance, risk management, and governance hurdles.

Manager Advisory (Business Performance Services)**Role Overview:**

Led advisory engagements focused on supply chain optimization, delivering substantial cost savings and performance improvements for clients.

Caterpillar Logistics Services**May 2002 – January 2010**

A prominent 3PL global organization, provided storage, warehousing, and distribution services to Caterpillar and external clients nationwide, predominantly in automotive, industrial, and hi-tech sectors.

Distribution Centre & Operations Manager/Lean-Six Sigma Black Belt**Role Overview:**

Spearheaded strategic initiatives to enhance operational capability and efficiency, achieving significant savings and performance enhancements.

INTERESTS

Enthusiastic about enhancing customer experiences through innovative strategies and operational improvements. Actively involved in developing creative solutions in various business areas, including technology integration and customer-focused services.

Passionate about a diverse range of sports, including MotoGP, AFL, soccer, and cycling. Actively involved in creative endeavours such as music, web/app design, Managed Security Service Provider (MSSP) business investor and social media content creation and management. Additionally, engaged in real estate investment.

REFEREES

Available upon request.