# SUMMARY

Supply chain/system management focused on developing team the strong culture, integrity and morale through effective leadership. Skilled leader expert in Inventory Business Processes and Quality system management. Personable, proactive, safety focus, and result-driven with strong time, project and resources management abilities.

* Three start-up sites Inventory/system management, manage 23,000 SKUs ramp up inventory through Manhattan (WMOS/SCALE), Evaluated, designed and implemented optimal space utilization in Manhattan (Slotting/Velocity). Developed pick line Count Back to maintain Inventory accuracy through SCALE.
* Six years of managing operational systems, processes, controls and reporting designed to enhance operational performance and system integration for multiple sites, accounts, and networks including major sites with complex systems integration requirements.
* Super User for a WMS (CLICK) & WMOS (Manhattan SCALE-SSRS Reporting and Open Series-SCI Reporting) system for client including systems analysis, systems testing and implementation including developing training documentation and training end users.
* Serve as systems and inventory liaison between operations, customer’s planning, production group, material group and operations to improve and achieve operational objectives.
* Interface and manage Customer Operations Systems (SAP, JDE, CLICK, Manhattan Open Series) and internal company system to ensure the data integrity between the system
* Ten years serving as a primary technical support site database development and implementation, Warehouse Management System(WMS), Quality Management System(QMS), KRONOS, and Labor Management System(LMS)

**HIGHLIGHTS**

* Successfully manage various projects throughout startup, SKU Ramp up and Automated Storage & Retrieval System. Golden Zone Pick Project, Auto Store Project with 4500 SKUs Movement, 110 Process Work Instructions/SOP creations in align with ISO 2008/DHL Quality Management System.
* Successfully designed, developed and implemented performance and quality measurement tools (NET)for labor management
* Aided in the development and implementation of WMS (CLICK) interfaces with Client’s Legacy System(JDE) to result in operational cost savings of $200K
* Managed $50M inventory for Life Sciences Distribution center consisting of 83,000 SKUs to maintain inventory location accuracy of 96%, 99.5%+ on-time delivery, and 99.96% accuracy in order picking
* Aided in the integration of a $1.6B operations acquisition incorporating an additional 60,000+ SKUs into existing 23,000 SKU operating structure
* Managed 18,000 active SKUs in 750,000 Sq ft across 3 buildings increasing base location accuracy of WMS inventory semi-controlled warehouse from 40% to 90%+

**CERTIFICATES**

* September 2019 (Currently Enroll to graduate in April 2020 - 6 months program) - Full-stack Web Development Coding Bootcamp (Vanderbilt University)
* March 2019, LinkedIn-Digital Leadership, Digital Transformation
* February 2019, LinkedIn-Leading with Emotional Intelligence
* August 2009, ISO9000:2000 Internal Auditor Training
* October 2008, Leadership Learning and Development

# EXPERIENCE

**Agilent Technologies, Memphis, TN, USA March 2018 – April 2019**

**Logistic Supervisor - Inventory/Warehouse Slotting Engineering** – Management SAP system incorporating of SAP Inventory management and warehouse slotting engineering, Supporting Inbound/Outbound operation, Shortage/Overage inventory to improve operation process

* Managed Warehouse slotting/optimization project with 25 employee, trained and consulted the SAP process to ensure LE qty will be set correctly and the employee understand dimension of the product to fit the criteria of fast pick path process with foot pick. Designed and manage PFEP with 23,000 SKUs and use PFEP as a guideline for A,B and C velocity base on highest % demand of shipping line items for past 10 months data.
* Developed program from Microsoft access to manage daily Warehouse Replenishment report to optimize the Rapid response pick process. Managing rack re-profile to ensure the correct locations will be utilized to optimize warehouse space
* Successfully Managed 66,000 Locations base Cycle count Plan for Continues Inventory yearly and implemented ABC Monthly Cycle count plan to meet Company goal of Inventory accuracy of 95% and in limit of +/- 2% Net Variance and met 5% of Absolute variance.
* Created training plan and trained for 32 employee to be cross training in between the department.
* Developed Orphan Stock, Empty Bin, Block stock Reports from Microsoft Excel to manage daily KPI with managing 32 employee across 3 shifts.
* Managed daily department system support, Email setup for Microsoft 365, User setting in SAP and RF device setting, password reset for new hire and troubleshoot existing employee who came across system problem in SAP

**Fedex Supply Chain, Kutztown, PA, USA September 2017 – March 2018**

**Inventory/Quality/SCALE System Support Manager** – Management of Manhattan SCALE incorporating of SCALE Inventory management, Supporting Inbound/Outbound operation, Shortage/Overage shipment Claim/Shipment audit, Return and IT administration support and SSRS reporting project

* Managed/Implemented 19,800 Locations base Cycle count Plan in Manhattan SCALE and train/retrain Inventory Control team to perform the count in SCALE twice a year. and Monthly Financial report to control, sustain and measure Inventory accuracy of 99.5%, within shrinkage allowance of 0.04% and 0.04% Warehouse damage per SLA
* Developed/Managed Access Database to manage daily Return management data to compliance with Customer Service Level Agreement of 24 hours Dock to Stock measurement
* Managed/planed Pick Line count back daily to control the shortage/overages inventory and ensure 100% Item and Lot accuracy will be available to support daily shipment
* Developed force scan process with operation team for count back to improve picking accuracy, implement locations to follow ABC velocity methodology with dynamic and static pick phase to support 3000 pallets shipment requirement quarterly for Cross docking products to better picking/shipping efficient time
* Managed IT administrator for new/on-going customer shipment requirement in SCALE with EDI mapping for new customer and support process modification IT project to meet customer requirement
* Managed/implemented shipping auditing process from the Physical inventory finding to tight Acceptance Quality level to 95% perfect order

**Ryder System, Inc., Jonestown, PA, USA January 2017 - August 2017**

**Senior Logistic Manager/Inventory Manager/ SCALE Super user –** Management of Manhattan SCALE incorporating of Inventory management, Inbound/Outbound Support, Process and Quality control/SCALE system super user

* Managed/Implemented ABC Cycle count Plan in Manhattan SCALE and train Start up team to perform the count in SCALE. Developed Access Database to produce daily and Monthly Financial report to control, sustain and measure Inventory accuracy of 98 % per contractual KPI
* Managed/Implemented Pick Line Count back process to ensure Inventory accuracy will stay sustainable to meet 98%
* Managed/Implemented Damage/Quarantine process in Standard work for Customer Quality system and performed training/coaching to the team to ensure to meet Customer quality measurement
* Performed UAT Testing for Inbound/Outbound/Inventory for Start-Up and develop the process for training with new team
* Be a site super user for RF/Zebra printer support and SCALE Item/location master and rule profile support

**DHL Supply Chain (Exel), York, PA, USA October 2014 – December 2016**

**Inventory / Quality Manager -** Management of Manhattan WMOS incorporating of Inventory Control, Inbound/Outbound Support, Customer Service, QMS.

* Eliminated $25,000 cost yearly of Physical Inventory by managing Warehouse Inventory accuracy to meet 98.5% with Cycle count planning of 130,000 locations count a year with continuing cross training to inventory associate and support team with systematic and investigation skill training.
* Coordinated closely with Supply material planner to plan/manage various inventory project/resources to organize/optimize location space utilization, minimize picking travel time within the project t timeline to be ready for ramp up of 13,500 lines shipped goal and additional customers.
* Managed QA Representative to ensure the work instruction will be in compliance with ISO 2015, Hired, trained and mentored new associate in QA, CSR, Reporting and Inventory
* Managed reporting team to provide the key daily report to upper management of daily operation management
* Managed CSR team to timely response with dispute shipment with accurate finding to minimize the future dispute claim
* Managed customer relationship as information systems liaison to resolve technical issues.

**DHL Supply Chain (Exel), New Holland, PA, USA March 2012 – October 2014**

**Information Systems Supervisor / Inventory -** Management of WMS and MRP systems incorporating management of Inventory Control, Receiving Auditor, and Customer Service.

* Managed and troubleshoot Inventory accuracy and support production demands utilizing LEAN methodologies to root cause and provide corrective actions to improve plant efficiency.
* Managed Plant Warehouse Inventory base location accuracy to 95%+ in semi-controlled warehouse
* Partner with operations team through the design and development of database tools to aid minimizing operational non-valued added activities and improve productivity
* Managed customer relationship as information systems liaison to resolve technical issues.
* Conducted feasibility on KANBAN Card Tracking process and equipment. Investigate and implement new application with existing technology. Develop and present business case to customer and Site General Manager
* Developed SOP/Work Instruction related to new WMS and database system application usage and associated training. Trained associates on the use of the system and tools to ensure compliance with SOP/WI and improve productivity.
* Typically Support site technology in assigned area, Phone system, Network devices (wiring switching), and network connectivity.

**Legacy Supply Chain, New Castle, DE, USA January 2009 – February 2012**

**Information Systems / Ancillary Processes Supervisor /**. Managing Quality (QMS), DEMO, FRC, OQPV, Repackaging, Local Warehouse and Information Systems to support Operations objectives

* Managed Quality Department Team focusing on shipping accuracy providing root-causing and corrective actions for Defective On Arrival (DEFOA) shipments reducing errors by 55% to .005% and a 99.995% shipping accuracy rate
* Managed and drive DEMO/OQPV/FRC/Repackaging Department to meet the customer metric to provide same day and 24 hours turnaround reducing Shipping costs.
* Developed Warehouse Management System tools by using SQL Server 2008 R2, VBA and Microsoft Access 2003/2007 to support warehouse process.
* Converted Microsoft Access 2000/2003 Databases to SQL Databases by using SQL Server 2008 Management Studio and SQL Server Migration Assistant 2008 for Access as part of the conversion project
* Developed Bulk Replenish Database to run Bulk Replenishment system daily as part of the replenishment support with FIFO focus

**Legacy Supply Chain, New Castle, USA April 2006 – February 2011**

**Inventory Supervisor**

## EDUCATION:

**Master of Information Systems**, September 2003

School of Computer Science and Information Technology, Southeastern University, Washington D.C, USA

## Bachelor of Business Administration (BBA), Business Computer, March 1997

Assumption University, Bangkok, Thailand

# SKILLS

* **WMS:** Manhattan WMoS-SCI and Manhattan SCALE-SSRS, FastTrack Document training, JDE, CLICK
* **Programming**: Visual Basic, HTML,SQL,VBA, Microsoft Office 365
* **Computing** **Platforms**: Apple iOS, Microsoft Windows 10
* **Database**: SAP, Microsoft Access 2016, 2019, MySql in training, SQL Server - managed SQL developer