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VISION | INTEGRITY | STRATEGIC | DRIVEN

Profile:

Results-driven Distribution Manager with 15 years of experience managing complex supply chains and optimizing distribution operations. Proven leader with a track record of implementing process improvements, reducing costs, and delivering exceptional customer service. Skilled in leading cross-functional teams, analysing data, and driving strategic initiatives. Strong leadership and communication abilities with a passion for achieving operational excellence. Possess exceptional problem-solving skills and a strong ability to optimize warehouse operations. My goal is to continue leveraging my experience and expertise to drive efficiency, streamline processes, and contribute to the success of a dynamic organization.

Career Objective

Dedicated and results-driven Distribution Centre Manager with a proven track record of optimizing supply chain operations. My mission is to lead, inspire, and execute strategies that enhance efficiency, minimize costs, and ensure timely delivery of goods. I am committed to driving excellence in logistics, managing teams, and exceeding performance targets while maintaining the highest standards of quality and safety.

EDUCATION

Bachelors in computer science.
Certificate III in Warehousing & Logistics
Forklift Licence (LF)

CORE SKILLS:

- **Leadership and Team guidance:** Skilled leader inspiring teams, task delegation, conflict resolution, and cultivating a collaborative atmosphere.
- **Supply chain Optimization and Inventory Management:** Specialist with a focus on Timely Deliveries and Operational Efficiency.
- **Productivity targets:** Proven ability to meet and exceed Productivity Targets through expert Process Optimization and precise Inventory Control.
- **Problem Solving and Decision Making:** Proficient problem solver, adept at analyzing issues, making informed decisions, and implementing effective solutions.
- **Quality Assurance and Compliance:** Ensures deliverables meet or exceed standards, applying quality control measures aligned with project requirements.
- **Collaboration and Team Cohesion:** Creates a collaborative environment, fosters teamwork, and builds strong relationships with team and stakeholders.
- **Safety regulations and Industry Regulations:** Maintaining a culture of strict adherence to safety regulations and industry standards, while also actively promoting safety awareness. My diligence extends to ensuring compliance with industry regulations and legal requirements, all while emphasizing effective team building within the organization.
- **Budget Management:** Adept in Budget Management with a focus on Cost Reduction while maintaining a high standard of Customer Service.

PROFESSIONAL EMPLOYMENT

Visy Retail Services
Distribution Centre Manager

Feb 2015 – Till Date

Leading a team of dedicated employees within a bustling distribution center, overseeing daily operations and ensuring timely and accurate delivery of goods to customers. Implemented process improvements that resulted in efficiency and reduced delivery times. Maintained strong relationships with our trusted suppliers.

Performance Management:

- Continuously assess distributor performance to ensure alignment with operational standards.

- Identify areas in need of improvement and develop actionable plans to enhance distributor performance.
- Maintain regular communication with distributors, offering feedback, guidance, and support to help them achieve performance goals.

Stakeholder Coordination:

- Maintain ongoing communication with customers, drivers, and suppliers to facilitate the smooth flow of goods.
- Address daily operational issues, manage expectations, and ensure timely deliveries to enhance customer satisfaction.

Route Planning and Optimization:

- Strategically plan delivery routes well in advance (typically a week) to maximize time and fuel efficiency.
- Consider factors such as traffic patterns, delivery locations, and load capacity for route planning.

Inventory and Data Management:

- Utilize computer systems and warehouse management software to monitor real-time inventory levels, track dispatches, and oversee deliveries.
- Leverage data-driven insights to make informed decisions regarding inventory management and distribution.

Quality Control and Building Maintenance:

- Oversee the efficient picking and packing of high-value goods to ensure accurate and efficient delivery.
- Implement rigorous quality control processes to guarantee the proper condition of items.
- Organize and supervise building maintenance activities to ensure the facility remains in optimal operational condition.

Safety and Team Management:

- Implement and enforce Health and Safety regulations to create a secure working environment for all staff members.
- Manage the recruitment process for new team members, including conducting interviews, onboarding, and training to prepare them for their roles.

Reporting and Security Measures:

- Generate comprehensive reports on various operational aspects, including stock levels, delivery times, and transport costs.
- Utilize data analysis to assess performance and identify areas for improvement.
- Implement stringent security measures to protect the distribution centre and its inventory from theft and unauthorized access.

Distribution Centre Management:

- Lead strategic planning and oversee day-to-day operations of the distribution centre, managing a team of [number of employees].
- Achieve consistent performance improvements, including [specific metrics, e.g., increased efficiency by X%, reduced error rate by Y%].
- Implement and optimize Warehouse Management Systems (WMS) to enhance inventory control and order processing efficiency.
- Develop and maintain strong relationships with suppliers and transportation providers, ensuring on-time deliveries and reducing transport costs.
- Efficiently manage storage spaces within the distribution centre to maximize capacity and organization.
- Ensure that items are stored in a manner that allows for easy access and retrieval.
- Maintain control over current stock levels, track inventory movement, and ensure timely and accurate stock replenishment.
- Minimize excess stock and prevent stockouts to meet customer demands.

Energy Target Australia (VEET)

May 2014 – Jan 2015

Business Development Manager

- Led and managed a sales team, successfully driving revenue growth through effective strategies.
- Coordinated daily sales activities while overseeing stock and installation procedures.
- Cultivated and nurtured strong relationships with electricians to ensure timely and efficient installations.

Cummins Diesel

Apr 2013 – May 2014

Leading hand

- Lead a team of 10 staff members in the receiving department, scheduling incoming freight from local and international sources.

- Overlooked the Receiving department and scheduled all incoming freight both local and international.
- Liaised with freight forwarders for efficient container booking and management.
- Managed the dispatch team, achieving a DIFOT (Delivery In Full, On Time) rate of 100%.
- Managed the assembly team to ensure all work orders were processed before the date of completion.
- Conducted regular cyclic counts and played a crucial role in team building and staff counselling.
- Served as a member of the OH&S committee, contributing to safety improvements.

Fleetwood Group (CAMEC)

Sep 2009 – Apr 2013

Store Person

- Managed various tasks, including counterbalance and high reach forklift driving, loading, and unloading containers, booking goods inward and outward, and maintaining stock records.
- Collaborated closely with the warehouse team and adhered to OH&S standards.

The Salvation Army Employment Plus

Mar 2009 to 30th June 2009

Employment Consultant

- Responsible for Under Twelve jobseekers.
- Caseload of about 85.
- Responsible for conducting fourth, seventh- and tenth-month reviews.
- Job Search Training sign ups.
- Booking and conducting Initial appointments.
- Creating and updating jobseekers resume whenever required.
- Providing job search advice and assist jobseekers in looking for employment.
- Conducting and review jobseekers during job club sessions.
- Maintaining and updating jobseeker's files.

Value Added Personnel (Agency)

Jan 2009- 29th Jan 2009

Baroda Manufacturing

Machine Operator

- Process work for a Plastic Manufacturing Co.
- Operating three machines at a time.
- Stacking and packing of finished product onto pallets.

Heinemann Electric Company, Mulgrave,

Stock inventory and Packing

- Stock taking.
- Packing and wrapping
- Loading goods onto pallets.

AIG Life Insurance, India

Nov 2007 to Sept 2008

Branch Manager

- Held accountability for overseeing daily sales and branch operations, ensuring smooth functioning.
- Managed a team of 30 Business Associates, providing guidance and support.
- Managed vendor and agency payouts on a monthly basis to maintain financial operations.
- Conducted training sessions compliant with the Insurance Regulatory Development Authority's standards, preparing candidates for online examinations.
- Spearheaded claims investigations and expedited the processing of pending applications.
- Fostered close collaboration with underwriters and the claims team, working closely with them on a regular basis to ensure efficient claims handling.

Airtel Telecom Ltd, India

Aug 2006 to Nov 2007

Collection Manager

- Oversaw a team of 10 Assistant Managers spanning multiple inter-state branches.
- Formulated and executed a comprehensive collections plan for a network of 40 agencies.
- Engaged with legal departments to facilitate recoveries and compliance.
- Maintained regular communication with local advocates to address necessary corrective actions.

ICICI Prudential Bank – Life Insurance, India

Feb 2001 to Aug 2006

Sales / Operation Manager

- Maintained close and daily interaction with the underwriters and Claims department.

- Facilitated seamless communication to ensure efficient handling of insurance claims and underwriting processes.
- Assumed responsibility for new manager recruitment and their comprehensive onboarding.
- Played a key role in guiding, mentoring, and developing newly hired managers to integrate them into the organization effectively.
- Demonstrated expertise in the analysis of existing systems and procedures within the branch.
- Designed and executed business continuity plans to ensure uninterrupted operations.
- Developed and implemented internal control systems to enhance efficiency and compliance.
- Facilitated effective decision-making by providing valuable insights based on data and analysis.
- Established long-term goals for the branch and sales team, aligning them with the organization's objectives.
- Conducted regular statistical reviews on a weekly basis to track performance and identify areas for improvement.
- Held overall responsibility for both sales operations and the daily functioning of the branch, overseeing a range of activities to drive success.

Modi Xerox Private Ltd, India

Jan 1999 to Feb 2001

Business Development Manager

- Interacted with executives and high-level decision makers from small companies to big corporations.
- Handled a team of Sales Executives and guided them in their sales endeavours.
- Delivered sales presentations and seminars.
- Marketing and selling different types of photocopiers to industrial and commercial entities.

Customer Service Officer

Mar 1996 to Jan 1999

Magus Marketing Information Support Ltd, India

- Looking after existing customer accounts.
- Selling Citibank credit cards to new customers.
- Developing new customer base through road shows.

Activities and Interests

- ✓ Singer/guitarist for commercial bands
- ✓ Gardening and cooking.
- ✓ Travelling and seeing new places and camping

Referees: Upon Request