

# ING. HENRY MONSANTO

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## SUMMARY

Results-driven Management professional with 10+ years of experience in operations, organizational development and team building within diverse industries. Highly adept in planning, coordinating and executing successful production strategies. Track record of improving operational stability, efficiency and profitability. Strong collaborator with senior stakeholders, effectively prioritizing activities, translating business requirements into solutions and achieving defined objectives.

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## EXPERIENCE

### **Store Manager, 11/2019 - Current** **Celuresuelve - Fajardo, Puerto Rico**

- Plan and implement the necessary sales actions to achieve the planned objectives
- Monitored supplier operations to verify quality, delivery schedule and conformance to contract specifications.
- Organize the most appropriate physical distribution of products for the store
- Managed inventory tracking and physical inventory counts to minimize loss.
- Generated repeat business by responding to customer concerns with friendly and knowledgeable service.
- Resolved customer problems by investigating issues, answering questions and building rapport.

### **Logistics and Operations Manager, 02/2018 - 11/2019** **Productos Comerciales S.R.L - Santo Domingo, Dominican Republic**

- Supervise daily activities, anticipate customer requirements and maintain a good relationship with it, as well as manage the launch of new programs within the projects.
- Created and enforced policies and procedures for entire logistics team.
- Managed multiple small and large-scale projects in cross-functional environment.
- Managed purchases by making initial assessments, selecting suppliers and meeting support requirements.
- Performed budget management with company leadership, analyzing previous purchases and forecasting future requirements.
- Analyze the procedures of distribution of commercial operations
- Optimize transport: reduce the cost, deadlines and itineraries of delivery of materials to the projects
- Manage and plan the activities of purchasing, production, transport, storage and distribution.
- Led and managed projects to support logistics efforts and plans.
- Supervised daily management of logistics and transportation activities, eliminating waste.



## CONTACT

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## SKILLS

- Project management
  - Retail inventory management
  - Reliable
  - Team-oriented
  - Operational budgeting
  - Employee supervision and motivation
  - Store operations oversight
  - MS Office proficient
  - Purchasing and planning
  - Supervision and training
  - Supplies inventory
  - Safety standards
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## WEBSITES

<https://www.linkedin.com/in/ing-henry-monsanto/>

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- Developed strong rapport through effective client needs assessment and commitment to top satisfaction levels.

### **Assistant Manager of Operations, 05/2016 - 09/2016**

#### **CCN Jumbo - Santo Domingo, Dominican Republic**

- Follow-up of the maintenance and infrastructure of the premises.
- Directed team members to provide exceptional service to guests and vendors, maintaining professional relationships of established business.
- Led daily meetings with staff members to identify areas of focus, cover policy changes and facilitate positive communication.
- Scheduled staff to assign shifts, meet daily operational needs and achieve productivity goals.
- Oversaw and approved requisitions and purchases to monitor budget activities and spending.
- Ensure compliance with good practices at a general level.
- Maintain the general security of the store under constant control of the established security features.
- Timely handling of the goods received in the warehouse.
- Coordinate and direct the inventory response team of the store.
- Coached employees to work together to carry out daily functions and meet service objectives.

### **Logistics Coordinator, 04/2015 - 03/2016**

#### **Global Medica Dominicana - Santo Domingo, Dominican Republic**

- Management of an extensive inventory and planning of successful methods to meet the coordination capacity of successful surgeries
- Administration of surgical instruments and a team of technicians in spinal instrumentation
- Reports of the commissions of the technicians of the surgical area and billing reports by clients, centers, volume and utility.
- Loaded, unloaded, moved and sorted materials to keep items flowing to correct locations.
- Checked items into computer system, printed labels and directed to storage locations.
- Worked with vendors to obtain optimal prices and delivery schedules.
- Obtained and coordinated materials required to meet contract objectives.
- Analyzed client orders and available driving personnel to plan and execute within client needs and expectations.

### **Claims Assistant, 03/2010 - 03/2015**

#### **La Colonial S.A - Santo Domingo, Dominican Republic**

- Coordinate the logistics and authorization of patients (local and international)
- Monitoring of the status of claims
- Process established to maximize the delivery time of reimbursement of local and international claims through checks
- Provide explanations of benefits
- Audit clinical accounts
- Joint audits with the medical department of special accounts.
- Opened, sorted and monitored claims.
- Developed and updated spreadsheets in excell to track claims information.
- Created case files, professional correspondence and claims notices.
- Maintained case files and oversaw transmissions between offices.
- Set up meetings, medical appointments and depositions.
- Monitored electronic claims submissions and bad debt write-offs.

- Provided quality customer service to assigned, insured and claimants throughout claims process to deliver timely service to customers.
  - Assessed policy coverage and pulled contracts for review.
  - Verified policy holder data, including age, contact number and physical address.
  - Complied with confidentiality regulations in handling customer information.
  - Instructed clients on amounts covered under benefits plans in easy-to-understand terminology.
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## LANGUAGES

**Spanish:** First Language

<b>Spanish:</b>	C2	<b>English:</b>	C2
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Proficient		Proficient	

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## EDUCATION

**Industrial Engineer, 01/2013**

**Pontificia Universidad Católica Madre Y Maestra** - Santo Domingo,  
Dominican Republic

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## COURSES AND DIPLOMAS

- Business Agility One (2021)
  - Diploma in Project Management (2020)
  - Professional Foundations in Computer Networks (2020)
  - Design and implementation of an organizational structure (2018)
  - Etiquette and Protocol in companies (2018)
  - Management of Indicators (2018)
  - Purchase Management and Suppliers (2017)
  - Warehouse Management and Inventory Control (2016)
  - Conflict Management (2013)
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## REFERENCES

References Available upon request.

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