

# JAMES MURPHY

📍 1146 Harwood Street Apartment 1207, Vancouver V6E3V1  
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## EXECUTIVE PROFILE

*Accomplished and versatile leader, equipped with 20+ years experience in e-commerce operations, software development, team leadership and strategic planning.*

*Results-oriented professional with proven success in effective implementation of operational process improvement.*

### Areas of Expertise:

*Ecommerce & Marketplace Operations | Supply Chain Management | Customer Centricity  
Process Automation & Optimization | Database and Software Development  
Business Alliance Development | Team Building and Leadership | Strategic Planning and Implementation*

## PROFESSIONAL EXPERIENCE

### Best Buy Canada ▪ Vancouver, BC

#### SENIOR OPERATION MANAGER, ONLINE MARKETPLACE | MAY 2016-PRESENT

- Partnered with 3<sup>rd</sup> party platform provider and in-house development teams to build effective and scalable marketplace platform, along with necessary SOP's to ensure optimum customer experience and financial viability.
- Lead an 8-member team tasked with overseeing platform IT integrity & optimization, seller support & profitability, as well as ensuring an optimized experience for our final customer.
- Optimize customer & seller experience through process optimization & automation, via software customization.
- Build strategic alliances with 3<sup>rd</sup> party partners including API integration services, web scraping platforms, business intelligence providers and courier services.

#### Accomplishments:

- ⇒ Establishment of Best Buy Canada as a major player in the Marketplace arena.
- ⇒ ~400 sellers onboarded during first year of operations.
- ⇒ Customer escalation rate < 0.5%; seller ship time ~1 day; order cancellation rate < 0.5%; seller messaging response time < 1 day.
- ⇒ Partnered with retail operations and UPS to implement process allowing customers to return Marketplace products to Best Buy stores.

#### SENIOR MANAGER, E-COMMERCE OPERATIONS | 2010-2016

- Led a 10-member team tasked with overseeing vendor management, online content production, competitive pricing strategy, EDI operations and vendor order fulfillment.
- Collaborated with partners (vendors, 3rd-party fulfillment house, EDI intermediary, pricing intelligence partner and carriers) to improve operational metrics through adoption of SOPs and integration of software technologies.
- Developed operational and IT systems, as well as financial blueprints necessary to capitalize on emerging customer and market needs.
- Maximized salvage revenue for returned products via liquidation through secondary markets.

#### Accomplishments:

- ⇒ Instrumental in the successful launch of Best Buy's new vendor drop-ship channel.
- ⇒ Awarded the highly esteemed "Best Buy International Chairman's Award" for development of custom software that delivered significant impacts to the bottom line, as outlined below:
  - Drove 250bp (basis point) increase in bottom-line operating margin through the optimization of shipping and fulfillment process used by vendor partners.
  - Restructured operational and customer service processes that minimized customer returns, reduced write-off costs, improved salvage revenue from returned product and increased bottom line operating margin by 150bp.
  - Drove 99% fill rate for drop-ship customer orders by establishing strategic alliances with EDI intermediary and vendors to effectively create real-time visibility of inventory & order data for all stakeholders.
  - Drop-ship customer orders turnaround time averaged 39.4 hours, versus 66.1 average for Canadian competitors.

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## MANAGER, MERCHANDISING SYSTEMS AND PROCESS | 2004-2010

- Oversaw ongoing training program for merchandising, inventory and warehousing teams to optimize efficiency and effectiveness in all facets of operations.
- Developed and implemented SOPs supported with software, reporting and training specifically tailored for supply chain and merchandising teams.
- Presided over annual meeting for strategic goal setting and top-line methodology, thereby aligning operations with business requirements and current market trends.
- Conducted thorough analysis of underperforming business divisions to determine necessary action, and subsequently implement process improvements.

### Accomplishments:

- ⇒ Led development of two award-winning custom software applications that revolutionized operational processes with zero requirement for capital expenditure:
  - “Argus” supply chain application boosted warehouse-to-store fill-rate by 75bp within a 12-month period while reducing margin erosion from end-of-life markdowns by 215bp.
  - “Mercury” application was developed for merchandising, accounting and pricing teams to enable flawless integration of inter-dependent processes with significant improvement in operational efficiency.

## EARLIER CAREER

J.W. Carpenter Ltd. ▪ Oxford, England

SENIOR MANAGER, SUPPLY CHAIN OPERATIONS | 2002-2003

- Led a 12-member team responsible for purchasing and inventory management, serving a chain of 43 stores and ecommerce site
- Served as the project lead accountable for overseeing and facilitating the successful implementation of the SAP ERP system encompassing three core business processes; replenishment, allocation and logistics.

Body Shop International ▪ Brighton, England

PURCHASER, COSMETICS

Greenfingers.com ▪ London, England

SENIOR ANALYST - E-COMMERCE OPERATIONS

Great Universal Stores ▪ Manchester, England

GRADUATE TRAINEE, STOCK CONTROL

## TECHNICAL ACUMEN

ERP/PIM/CRM Systems | HTML5/CSS3/Javascript | Jave/Node/C# | SQL | Database Development

## EDUCATION

MASTER'S DEGREE IN WEB TECHNOLOGY | 4.0 GPA | Fort Hays State University, Kansas, USA | 2017

BACHELOR'S DEGREE IN BUSINESS STUDIES | Sheffield Hallam University, Sheffield, England | 1998

## AFFILIATIONS

HONOR SOCIETY OF PHI KAPPA PHI | Granted membership 2017

## VOLUNTEER ACTIVITIES

Needs Care Community School – Zambia, Africa: 2014 | *Taught mathematics to children*

Neil Squire Institute: 2012-2013 | *Instructed computer operations to adults with physical or learning disabilities*

Vancouver Adapted Snow Sports (VASS): 2011 | *Taught skiing to disabled children and awarded “Volunteer of the Year”*