



# DANIEL BOURNE

## PROFESSIONAL SUMMARY

Committed manager with exceptional leadership, organizational abilities and communication skills who leads high-performing cross-functional teams. Prepared to lead projects, company operations and business growth. Energetic individual who is articulate in written, spoken communication and listening skills. Able to seek solutions to problems and apply extensive analytical knowledge to findings. Adept at multi-tasking, leading group discussions and managing projects effectively. Capable to take on challenging new roles by harnessing interpersonal skills, collaborating and problem-solving strategies. Driven to deliver quality service and consistent results. Ambitious planner and organizer with drive for professional and corporate success. Works collaboratively to align logistical objectives through maintaining deadline management and coordination skills. I am quite adept at mitigating financial risks and developing marketing strategies to reach the right target audiences, short- and long-term planning, assurance of successful bill of lading documentation handling and data entry into the Oracle CRM and SAP ERP program. My expertise lies in the warehouse operations and improvement of the overall performance of supply chain functions from supplier to distributor, management and accuracy of all logistical reporting, prepared in line with recognized principles and standards, financial forecasting along with the management of budget and delivery activity while maintaining performance analysis when purchasing certain goods on demand.

## SKILLS

- Multitasking with speed & precision
- Strategic thinker and strong negotiator
- Stock Inventory Control
- Strong Team Spirit & Team Contributor
- Clear Presentation Skills
- Charismatic Leader
- Procurement
- Business Networking
- Account Management
- Customer Support
- Strategic planning
- Document Control
- Adaptability to multi-cultural teams
- Coaching teams with activities
- Problem Solving Abilities
- Goal-oriented
- Articulate written and oral communication

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## EDUCATION

BBA: Supply Chain Management  
**Swiss School of Management, Dubai**  
2023

Six Sigma Green Belt - **Blue Ocean Academy** Dubai, UAE  
2016

CLSCP Professional Certification in Logistics & Supply Chain Management  
**American Institute of Business & Management,**  
2013

Certified Logistics & Supply Chain Professional (**Approved by Ministry of Education**),  
Dubai, UAE  
Infonet, 2013

Diploma: Business Management  
**Austwide Institute of Training Melbourne,**  
Australia, 2013

Cert IV in Business Communications  
**Melbourne Institute of Business & Technology**, 2011

Secondary School Grade 11  
IGCSE  
**Cambridge International School Dubai**, UAE, 2007

## WORK HISTORY

### LANGUAGES

English	C1
Advanced	
French	B1
Intermediate	
Arabic	B1
Intermediate	
Urdu	B2
Upper intermediate	
Hindi	B1
Intermediate	

May 2018 - May 2023

### **Benz Landmark Cars Pvt. Ltd - Priority Relationship Manager (Assistant Manager)** Kolkata & Indore, India

- Renewed contracts promptly to maintain high-value client base
- Responsible for First Fleet Inspection of newly bought Mercedes-Benz vehicles
- Piloted the spare parts team to take early action for part spare part orders
- Concise communication to the clients about their patience required to receive the parts for their vehicles stocked in the workshop for longer duration
- Created Job cards for service advisors to prioritize tasks
- Made service bookings and liaised with company drivers to deliver vehicles to clients once the service is completed
- Initiated and monitored customer service pitch over the phone for subordinates
- Ensured escalation matrix was adhered at the right times to support irate customers
- Escalated delayed incidents to the next level to remain compliant with company's standards and procedures
- Scheduled and carried out Planned Preventative Maintenance (PPM) accurately
- Tested and serviced motor vehicles with emphasis on Root Cause Analysis (RCA) parameters
- Resolved reported vehicle issues for the first time, achieving high customer satisfaction rate
- Managed over 50 customer calls per day, or "Increased sales by 20%"
- Conducted business reviews to ensure clients are satisfied with the products and service
- Alerting the sales team to opportunities for further sales with key clients
- Dealing and resolving escalated areas of concern raised by clients
- Retained 9-star rating customer service satisfaction every month after delivering the vehicles on time and without further complaints in most months of the year
- Delivered sales, stock, complaint, and issue reports on vehicles status in the workshop to the Lead CRM daily
- Managing a team of 5 customer service executives for a target reach of service bookings/follow ups, lost customer retention, First Fleet Inspection and Service Package Sales
- Conducted service feedback forms for better customer satisfaction and points to improve at the dealership.

September 2014 - April 2018

### **The Festive Decorators & Lighting Specialists Co. (3PL Logistics - Warehouse Operations Executive & Inventory Stock Controller)** Dubai, UAE

- Handled all aspects of supply chain including planning, sourcing, purchasing, warehousing, and distribution of Christmas decorations, street LED lighting

and Mall animatrons

- Ensured smooth flow of operations and operational efficiency by check listing every task within the allotted time frame
- Prepared supply plan and item-specific forecasts used for ordering and inventory management purposes
- Created item - specific forecasts used for ordering and inventory management purposes
- Recommended sources, price levels and delivery lead times, procurement strategies for local suppliers
- Upheld proper stock management and inventory control to provide maximum supply service consistent with maximum efficiency and to afford cushion between forecasted and actual demand for a material
- Monitored stock accumulation; verify inventory computations by comparing to physical stock count, determined discrepancies or abnormal consumption, taken necessary preventive-corrective measures
- Determined proper storage methods, identification and stock location based on turnover, environmental factors, and physical capabilities of facilities
- Checked merchandise to determine the items which need to be re-ordered or replenished
- Maintained records and reports of inventories, pricelists, shortages, expenditures, shipments, and goods transferred

April 2011 - August 2014

DRJ Logistics – (Wholesale/Retail Distributor) Melbourne, Australia

**Logistics & Procurement Coordinator**

- Aided in planning, organizing, purchasing and controlling flow of supplies from their initial purchase to distribution
- Streamlined operation to satisfy the demand during period of replenishment, and to carry reserve stock
- Determined the most efficient scheme fulfill constraints like SLA, costs, time, and resource availability
- Hunted new business opportunities with a clear focus on company accounts
- Developed and retained existing customer database
- Negotiated business dealings with clients, local/international suppliers, vendors, international agents, freight forwarding agencies, transportation companies, etc
- Upheld positive communication and interaction with spectrum of clients or key personnel involved in logistics activity
- Developed market knowledge on key focus trades, carriers & routes
- Initiated growth revenue and forged relationships with existing customer base

➤ ***I hereby declare the information on my resume is accurate to the best of my beliefs and should further data be required it will be provided upon request whenever required.***

