

## CLIENT NAME

1 Croydon Close • Shefford, SN5 5WZ Bedfordshire, United Kingdom  
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## OPERATIONS DIRECTOR & GENERAL MANAGER

Highly accomplished operations management professional with 10 years of leadership directing supply chain, demand planning, sales and sales forecasting, as well as production and manufacturing support operations. Track record leveraging quality management methodologies to streamline processes and drive productivity to remain competitive in global markets. Strategic problem solver with aptitude for enhancing product value propositions, devising win-win solutions, and leading teams to improved performance levels through effective training and goal alignment.

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Strategic Planning • Supply Chain Management • Production Scheduling • Relationship Management  
Program Management • Process Improvement • Market Research & Analysis • Negotiations  
Team Building & Leadership • Process Reengineering • Sales Growth • Training & Mentoring

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## PROFESSIONAL EXPERIENCE

### **CONFIDENTIAL (UK), LTD., High Wycombe, United Kingdom • 1997-Present**

Global leader in semiconductor manufacturing with more than £16B in annual turnover.

#### **Customer Business Manager—Handset & TEM Group (2006-Present)**

Lead 14-person team of global operations professionals to direct supply chain and logistical activities for major handset and telephone equipment manufacturers, including global accounts with Nokia, Sony Ericsson, Alcatel-Lucent, and Bosch as well as EMEA-based accounts with Motorola and Thomson valued at more than £300M. Devise and execute strategies to drive client sales and to facilitate service excellence. Align tactical goals related to inventory management, product transitions, and demand forecasting with organisational objectives. Build and mentor winning team environments for both UK-based and internationally deployed personnel.

- Captured £20M in incremental sales through fulfilment of customer demand spikes derived from unplanned growth as well as unmet competitor supply.
- Transformed value of supply relationships with clientele, which has resulted in increased pricing structures and account penetration worth more than £25M annualised.
- Revamped global sales team infrastructure to streamline business processes and improve productivity.
- Crafted contract solution to remedy conflicts regarding payment terms to retain key accounts.
- Cultivated team member leadership and management abilities, mentoring associate into role as primary commercial sales contact for Sony Ericsson and salvaging a poor performer who was selected for high-profile assignment in China.

#### **Customer Business Manager—EMEA Emerging Markets (2004-2006)**

Directed team of 14 in all aspects of sales, customer service, and logistical support operations across the Middle East, Turkey, and Africa (META) as well as throughout Russia and the Commonwealth of Independent States (RCIS). Forged and nurtured relationships with client executives. Balanced new business opportunities with credit risk to secure long-term, profitable growth.

- Delivered 2-year 76% compound annual growth rate (CAGR) throughout META Region while minimizing corporate exposure to credit liability, which resulted in EMEA Recognition Award.

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### PROFESSIONAL EXPERIENCE Continued

- Collaborated with financial operations to implement and enforce new financial and operational controls that captured £125K in quarterly cost savings.
- Overhauled supply chain road map that helped local OEMs increase market share by 12% in Russia and 5% in South Africa. Facilitated 'rabbit' account acquisition to improve success of new product launches.

#### **EMEA Forecasting Manager (2002-2004)**

Oversaw sales forecasting and demand planning activities to guide market opportunities throughout the EMEA region. Interfaced with market-specific sales leaders to gather and analyse results. Recommended strategy updates for individual markets based on emerging trends, seasonal patterns, competitor activities, economic conditions, and product performance.

- Selected for high-profile 3-month assignment in Santa Clara, California as Worldwide CPU Demand Forecasting Lead. Presented reports to Global VP of Sales, CEO, and CFO that demonstrated 5% improvement in forecasting accuracy in 3-month time frame.
- Slashed forecasting discrepancy rate for EMEA from 8% to 2%

#### **Field Sales Engineer (2001-2002)**

Fostered key client relationships to maintain sales of end-of-life networking equipment. Devised and implemented strategies to improve reseller engagements by positioning extra units as warranty spares and orchestrating transition to new vendor products that sustained compatibility. Initiated new relationships with PC integrators serving niche markets.

- Secured 50 new integrator accounts and increased penetration with 20 from less than £3K to more than £5K per quarter.

#### **Inside Sales Manager—EMEA Group (1999-2001)**

Coordinated team of 24 sales specialists to sell networking products to accounts across the EMEA region. Assigned accounts to each representative to ensure personal service and to drive accountability. Trained and mentored team members in sales and management techniques.

- Oversaw support of ~50 accounts per representative, totalling ~1200 accounts.

#### **Inside Sales Representative & EMEA Business Analyst (1997-1999)**

Hired as Business Analyst to coordinate product supply and fulfilment activities for the EMEA region. Promoted in 1998 to sales position to support pre-sales engagements with clients across the United Kingdom and Scandinavia.

- Leveraged SAP solutions to resolve global supply chain constraints that was adopted as enterprise standard and delivered £1.2M in direct cost savings.
- Honoured with 3-month assignment to transform key performance indicators at manufacturing facility in Puerto Rico from production-based goals to inventory-based objectives.

### EDUCATION

#### **Master of Arts in Marketing**

Bristol Business School, University of the West of England (UWE), Bristol, United Kingdom

#### **Bachelor of Science in Geology**

University of Birmingham, Birmingham, United Kingdom (with Honours)