

SENIOR EXECUTIVE IN LOGISTICS, OPERATIONS AND SUPPLY CHAIN MANAGEMENT
Operations Management | Projects | Kaizen | Just In Time

Industrial Engineer with 17 years of experience in logistics management, value and supply chain based on Just In Time standards including also design and operation of Distributions Centers for service parts and general goods. Experienced in organization, supervision, and human resources development for the implementations of operations programs and standardized operations. My style of management is based in the promotion and leading of initiatives in cross functional activities procuring quality, efficiency and teamworking. I do speak and read Spanish (mother language), English (advanced) and Japanese (basic).

PROFESSIONAL EXPERIENCE

RICARDO PEREZ S.A, Panama **2003 – 2020**
Official Distributor of Toyota and Lexus in the Republic of Panama since 1956, purchased by the Japanese conglomerate Itochu Corporation in 2018.

Parts & Logistics Senior Manager, Panamá (2018 – 2020)

Responsible of planning, budgeting, profitability, logistics, supply chain, sales and operations of the service parts business. Direct report to the Aftersales VP, supervising 120 persons.

- Implementation of the products and value added services (direct delivery of parts for wholesales, call center sales and individual customers).
- Member of the company negotiation team of the 2018-2022 Colective Agreement with the Labor Union. We closed the negotiation with -15% of the budget established by the board of directors.
- Mejoré del índice de Great Place to Work from 72 a 76 (en el top 3 de la empresa). I improved the Great Place to Work index from 72 up to 76 (company's top 3).
- Implemented the application Valogix for parts demand and supply planning achieving a increase of +2% in immediate service rate within the first 90 days running the tool.
- Logistics and supply chain management with a National Distribution center of 9,000 m2, 25 daily delivery routs and also responsible of negotiation with national and international suppliers.

Logistics and Operations Development VP, Panamá (2015 – 2018)

Responsible of Operations: Logistics and supply chain for parts, new cars, used cars, service technical support, standards and operations programs. Reported to the COO, supervising 100 persons.

- I led the implementation of Netsuite in all the operations under my responsibility according to the projects schedule.
- Redesigned the entire operation of new and used car logistics (receiving, storage, preparation and value addition) increasing the capacity by 30%, cutting operation costs by 15% and increasing the vehicle promised delivery date compliance up to 98% (from 82%).
- Created a model to make easier the management of 24 standard programs (from the vehicle manufacturers) implemented across the national dealer network.
- Established a new method to provide knowledge and new skills to the service technician with “on job training” so the high demand of certified technician could be supplied.

Logistics and Operations Development VP (continue)

- Reduced the parts inventory obsolescence from 35% down to 18% (about \$1MM in 2 years).
- Increased the Great Place to Work index from 68 up to 77.
- Member of the corporate certified trainer team of Covey's The Speed of Trust Program. I trained over 300 persons throughout 2 years.

Logistics and Supply Chain Manager (for the Automotive Division), Panamá (2014 – 2015)

- Increased the delivery of new vehicle on promised date from 82% up to 95%.
- Decreased the logistics operations cost by 12% through comprehensive operation kaizen actions.
- Established a new organization, salary scale and incentives program.
- Developed a comprehensive KPI dashboard to visualize and control the entire automotive supply chain (KPI, targets, reporting).
- Deployed several kaizen actions to improve the parts center performance, increased the storage capacity by 2,000 m2 and the warehouse lifespan as well. (planned for 2015, revised to 2021).

Logistics and Supply Chain Manager (for the Aftersales Dept), Panamá (2011 – 2014)

- Re-established new processes for inventory management, procurement and synchronization between the National Distribution Center and the entire dealer network.
- I led the Dealer Parts Operation Kaizen program in all the branches nationwide making possible 100% availability of service maintenance parts. RPSA was parts of the 8-global front-runners for this program, therefore we had to report the progress and results on monthly basis and participate in meetings in Japan once a year
- Negotiation with the company's main supplier of a new distribution agreement (terms, conditions, pricing).
- Deployed several kaizen activities in the national distribution center: HRD program, outsourced the parts delivery service (-20% cost).

Logistics Supervisor (Aftersales Dept), Panamá (2009 – 2010)

- Implemented the operation in the new National Distribution Center (7,000 m2) under Toyota Motor Corp's standard.
- Established the new parts delivery network for branches, dealers and wholesale customers nationwide.

Supply & Logistics Kaizen Group Member, Toyota Motor Corporation, Aichi, Japan (2006 – 2009)

Member of the "Intra-Company Transferee" Program in Overseas Parts Division, Toyota Motor Corporation. Through On Job Training schemes I got skills and specialization in just in time and kaizen for parts inventory management, operations and supply chain. Certified as Warehouse Supervisor, Warehouse Manager, Storage Expert and TSM Evaluator. I was also liaison with RPSA to design the new parts national distribution center.

Pars Supervisor, Panamá (2003 – 2006)**EDUCATION****Business Management Specialization (about to complete)**

Top Executive Program (2011)
INCAE Business School, Panamá

Industrial Engineer (2003)
Universidad Tecnológica de Panamá, Panamá