

JOAN SMITH

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GLOBAL SUPPLY CHAIN & LOGISTICS EXECUTIVE

SUPPLY CHAIN TRANSFORMATION | SOURCING & PROCUREMENT | SALES & OPERATIONS PLANNING | MANUFACTURING

Senior-level business executive with a legacy of delivering multimillion-dollar cost savings through global supply chain optimization, capacity planning, outsourcing, and market expansion for consumer and industrial products. Steady leader with deep cross-cultural exposure and experience managing branches in Asia, Europe, and the Americas, negotiating with global vendors/suppliers, and empowering globally distributed teams to consistently deliver value. Instrumental in supporting sales growth and effective service fulfillment operations through streamlined engineering change-order processes and cost-effective sourcing and purchasing strategies. Talent developer of top producers and future leaders.

AREAS OF EXPERTISE

Global/Cross-functional Team Leadership ▪ Supply Chain Management ▪ Sales & Operations Planning (S&OP) Product Lifecycle ▪ Materials & Inventory Management ▪ Cost Reduction ▪ Process Improvement ▪ International Expansion Change Management ▪ Supplier/Vendor Sourcing & Management ▪ Supply Chain Business Analytics ▪ Contract Negotiations Business Conversant in Mandarin ▪ JADA SCP ▪ ERP/MRP Implementation ▪ MS BI ▪ MS Office Suite (Word, Excel, PowerPoint)

PROFESSIONAL EXPERIENCE

ABC Fitness Inc. | New York, NY | 01/2015 – 12/2018

~ Industry leader in the manufacturing, sales, and service of fitness equipment for commercial health club businesses ~

► DIRECTOR OF MATERIALS MANAGEMENT

Brought in to navigate company-wide supply chain operations, inventory, purchasing, and planning functions through restructuring, consolidation, and growth phases to support domestic and international markets. Defined and implemented a customer-focused sourcing department vision, a centralized plan for marketing and sales, and harmonized processes and metrics for product lifecycle, new product introduction, change management, and quality control. Consolidated redundant functions to reduce costs and hired new staff to support increased operational and sales demands. Led 5 direct reports and 14 indirect reports in the US and China.

- Managed fulfillment operations across 7 company distribution centers in the Americas, Europe, and Asia with \$260M annual gross sales, \$130M annual spend, and \$40M in inventory; rolled out new Brazil distribution center.
- Captured annual OPEX savings of 6% to budgets and reduced intercompany freight spend by 23% annualized.
- Spearheaded company Inventory Optimization Software implementation on time and 15% under budget.
- Established a company Product Change Management Council that standardized and accelerated engineering change-order processes, improved cost visibility, and reduced cost of innovation by 17%.
- Reconfigured and harmonized stocking strategy, reducing inventory holding value by 12% over 3 years while increasing service spares availability from 73% to 92% for 55,000 SKUs under department responsibility.
- Quadrupled net promoter score (NPS) within 4-year tenure and increased first-time fix rate from 50% to 90%.

ABC Corporation | New York, NY | 09/2012 – 12/2014

~ The world's largest manufacturer and seller of residential, commercial, and industrial rolling doors ~

► DIRECTOR OF INTERNATIONAL SOURCING / MANAGING DIRECTOR OF SHANGHAI SOURCING OFFICE

Hired to provide leadership for China buying strategy and expansion of supply chain to other Asian countries for \$1.5B U.S. group. Directed a 25-people team and Shanghai office's operations in procurement, sourcing, negotiations, production, quality control, value improvement, and logistics. Developed performance benchmarks for vendors and global strategic sourcing. Held accountability for office's P&L, \$110M in annual spend, and \$700K in operating budget.

- Restructured China supply chain to extricate export companies and identified outsourcing opportunities for non-core activities to enable transferring part manufacturing from the US to China.

- Championed and orchestrated execution of a comprehensive in-country containment quality control strategy covering all phases of the production lifecycle to prevent low-quality parts to be exported.
- Reduced redundancies in purchasing and supply chain operations through integration of 7 related product manufacturers into centralized operations.
- Reduced global average lead time from 90 days to 72 days and improved on-time ship rate from 91% to 98%.
- Slashed TCO by 28%, YOY operations budget by an average of 15%, and achieved cost avoidance of 3% in 2013, and an additional 2.8% in 2014.
- Partnered with IT teams in Asia and the US to enable swift implementation of IT systems and adoption by staff, enabling Asia Oracle ERP system transformation.

ABC Inc. | New York, NY | 07/2008 – 09/2012

~ Premier importer and distributor of disposable gloves and barrier protection products with offices in the US and Asia ~

► **DIRECTOR OF GLOBAL PROCUREMENT**

Conceived, and drove implementation for \$60 M Asia sourcing, procurement, and purchasing strategies that supported sales and service fulfillment operations of 5 distribution centers in the US. Managed key supplier relationships and agreements and negotiated best terms for major contracts. Directed and evaluated performance of 10 employees.

- Launched centralized procurement organization and drove implementation of harmonized, procurement best practices, and technology improvements company-wide such as the rollout of new Rocky Soft MRP systems.
- Established logistics supply chain in China, including processes and procedures to ship products to end customers by distribution vendors with 3PLs and 4PLs.
- Instituted vendor scorecards that improved on-time shipping rates from 86% to 93%.
- Drove new business growth within market downturn by securing unshipped competitors' products at large cost savings and releasing large product quantities at highly competitive prices into the market.

ABC Products | New York, NY | 05/2001 – 06/2008

~ Business segment of The ABC Company with manufacturing operations in the US and Asia ~

► **MANAGING DIRECTOR — SHANGHAI REP OFFICE**

Launched and registered new office as a wholly foreign-owned enterprise for manufacturing in China. Established company infrastructure and managed sourcing, purchasing, and supply chain management, as well as global demand planning and forecasting for the sale of Disney's branded toys, crafts, and stationery to distributors. Supported new product introduction and held accountability for \$400 K annual budget. Managed a team of 17 staff members.

- Introduced best practices in vendor sourcing and contract negotiations with a focus on securing high-quality vendors, maximizing savings, and expanding vendor bench to mitigate risks associated with single-source suppliers.
- Grew annual spend from \$28 M to \$52 M during tenure; captured savings of 18 % vs. domestic US manufacturing.

EARLIER EXPERIENCE:

SOURCING MANAGER AT ABC, INC. | 1998 –2001

Directed procurement and supply chain of heavy-duty electrical transformer parts from Asia to support the state power grid; realized 30% TCO annual savings for 40% of commodity purchases from Asian vendors. Managed 3 staff members.

1ST/10TH GROUP SPECIAL FORCES LRRP TEAM LEADER, JFK SPECIAL WARFARE CENTER & SCHOOLS AT U.S. ARMY | 1988 – 1998

EDUCATION & CREDENTIALS

BACHELOR OF ARTS IN BUSINESS ADMINISTRATION | UNIVERSITY OF COLLEGE

CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

Master's Certificate in Supply Chain Management & Procurement, College State University
Certified Six Sigma Green Belt ▪ Advanced Excel Certification ▪ Microsoft BI Certification
Python Coding Level 2 Certification ▪ Scaling up Workshop