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| **Resume** | **Bierhaalder, Lars Ingmar**  |  |
|  | Zaagmuldersweg 1-40NL-9713 LA GRONINGEN21-09-1977, Dutch, Man | info@interim-xl.com**HBO Logistics & Economics** | C:\Users\Lars Bierhaalder\Pictures\Mass\Eigen foto's\Pasfoto Lars.jpg |

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| **Summary** | * Ten years and over of experience in logistics, supply chain and transportation.
* Self-employed since 2012
* First assignment started in 2012
* Supporting daily businesses and logistics operational processes at several companies and assigners
* Experienced in escalations processes
* Executed several process analysis for better and more optimized supply chains
* Hands-on mentality, connection between different organizational levels
* Practical features for change of logistics processes
* Multiple languages, Dutch is native but English is also fluent. German language far more than average.
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| **Branches and countries** | * Experiences in the Netherlands and Belgium
* Experiences in following industries: transportation, logistics, (chemical) production, FMCG, food & feed, automotive, Electronics, aviation, freight forwarding
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| **Business area** |
|  | * Leading and coordinating to improve logistics (administrative) processes in warehouses and production.
* Optimizing physical distribution and transportation
* Optimizing entire commodity flow
* Experience in several warehouses
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| **ICT**  | * ERP Systems: SAP MM, APO, SD, Oracle and customized WMS (end-user)
* MS Office: Word, Outlook, Excel (databases, pivot tables and planning)
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| **Implementations** | * Support and advice operational departments
* Set up escalation processes upon implementation
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| **Order Management** | * Responsible for correct order management, also in cooperation with the customers
* Advise customers regarding the moment of ordering and delivery
* Receiving, processing and finalizing additional orders and rush orders
* Managing invoicing processes, including credit invoice and debit invoice
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| **Customer Service** | * Direct contact with customers who have questions regarding their orders
* Analysing and solving complaints
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| **Experiences and projects > 3 months** |  |
| **11-2013****11-2014** | **Dow Benelux B.V.***Terneuzen, Herbert H. Dowweg 5, 4542 NM**Producer of raw materials for several industries**Production locations Terneuzen (NL), Delfzijl (NL), Stade (D), Baltringen (D), Rheinmϋnster (D)* | **Interim Logistics Specialist*** On tactical level responsible for Epoxy Road Logistics business in Europe;
* Acting on escalations and support daily operations towards internal and/or external partners to ensure agreed deliveries with customers are being respected;
* Regular performance meetings with Logistics Service Providers and 3PL partners:
	+ Presenting and discussing on time performance;
	+ Discussing the number of complaints and type of complaints;
	+ Set up a plan of action to reduce the number of complaints and improving the performance.
* Set up plan of actions in cooperation with Logistics Service Providers:
	+ Improvements of communication due to on time loadings at loading stations and on time deliveries to customers;
	+ Close monitoring performance and ensure a follow-up in case performance does not improve.
* Project Inventory Reconciliation:
	+ Keep tracking inventory levels at outplants to pursue a 98% inventory accuracy;
* Identifying stock discrepancies and initiate a Root Cause Investigation to avoid future discrepancies.
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| **03-2013****08-2014** | ***SCA Hygiene Products NV-SA****Diegem(B), Culliganlaan 1D,**1831**Sales office for retail customers in Belgium, France and Luxemburg**Production locations in Stembert(B), Hoogezand(NL), Mannheim (D) and Neuss (D)*  | **Interim Customer Service Employee*** Supporting the Customer Service team securing the daily operational activities
* Controlling the order-to-cash process
* Daily inventory monitoring up to 5 days before delivery date
* Implementation of the Backorder Processing: Improving service level by interactive insight of the stock levels
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| **01-2012****12-2012** | **SCA Hygiene Products B.V.***Zeist (NL), Arnhemse Bovenweg 120, 3078 AH**Sales office for retail customers in the Netherlands*Production locations in Stembert (B), Hoogezand (NL), Mannheim (D), Neuss (D)Warehouse location in Wijchen (NL) | **Interim Logistics Service Employee*** Assignment for 10 months, supporting the Customer Service team
* Controlling the order-to-cash process
* Internal and external communication with all involved parties
* Set up planning towards customer’s promotional activities and processing in SAP
* Project Interactive Backorder Processing: set up an interactive way of controlling the inventory management, 5 days before delivery
* Project Free of Charge: set up a new format of Free of Charge requests from internal customers
* Project promotional analysis: developing analysis forecast versus orders for one customer
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| **04-2011****10-2011** | **FrieslandCampina DOMO***Beilen(NL)**De Perk 30, 9411 PZ**Ingredients and Nutritions**Production locations in Marum (NL), Workum (NL), Gerkesklooster (NL), Dronrijp (NL)**Warehouse locations in Bedum(NL), Veendam (NL) and Borculo (NL)* | **Order Fulfillment Officer** * Sales support offspecs products for order entry (also in SAP)
* Mapping and optimizing inventory management regarding to offspecs products
* Set up production plans for infant food ingredients towards internal and external clients
* Control and coordination with internal and external customers for reconciliations
* Set up document flow with DHL and documented in SOPs
* Intensive communication with DHL
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| **07-2009****04-2010** | **Expeditors B.V.** *Schiphol*Ganderweg 1, 1118 LH*Freight Forwarding, import, export, warehousing, 3PL, 4PL* | **Distribution Agent*** Order processing for a dedicated customer (import and export) including documentation, also airfreight in a 4PL participation
* Daily physical and systematical inventory control between warehouse systems
* Planning and forecasting per month and year quarter
* Improvement of communication, both internally and externally
* Analytics and forecasts according to KPIs
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| **11-2007****04-2009** | **UTi Nederland B.V.***Schiphol (NL)**Carpronilaan 12, 1118 ZN**Freight Forwarding, import, export, warehousing, 3PL, 4PL* | **Logistics Administrator*** Planning and organizing deliveries, including airfreight
* Participation in a 4PL and optimizing the supply chain, including planning
* Set up KPIs for customers
* Set up communication matrix for customers and suppliers
* Formatting and updating work instructions
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| **08-2004****08-2007** | **Menzies Aviation***Schiphol (NL)**Anchoragelaan 50, 1118 LE**Independent handler for passenger flights and freight cargo* | **Warehouse Medewerker Menzies World Cargo*** Instructing (new) colleagues and coordinate upon incoming materials
* Acceptance of import and export materials
* Build up and breakdown ULD’s
* Transport ULD’s to Apron and gates
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| **Projects < 3 months*** Order Processing Officer at KonicaMinolta supporting the OPC team upon daily businesses
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