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| **Resume** | **Bierhaalder, Lars Ingmar** | | |  |
|  | Zaagmuldersweg 1-40  NL-9713 LA GRONINGEN  21-09-1977, Dutch, Man | [info@interim-xl.com](mailto: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. |
| **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 |
| **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 |
| **ICT** | * ERP Systems: SAP MM, APO, SD, Oracle and customized WMS (end-user) * MS Office: Word, Outlook, Excel (databases, pivot tables and planning) |
| **Implementations** | * Support and advice operational departments * Set up escalation processes upon implementation |
| **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 |
| **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. | |
| **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 | | |
| **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 | | |
| **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 | | |
| **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 | | |
| **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 | |
| **Projects < 3 months**   * Order Processing Officer at KonicaMinolta supporting the OPC team upon daily businesses | | |  |