

Eric K. Harris

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CUSTOMER RELATIONSHIP DEVELOPMENT • CROSS-FUNCTIONAL PROJECT MANAGEMENT • SUPPLY CHAIN EXCELLENCE

High-performance leader with a record of success building strong customer relationships, leading project teams from conception to implementation, and accomplished retail supply chain manager

PROFESSIONAL SUMMARY

Results-driven professional valued for exceptional customer service and relationship-building skills. Unique ability to leverage cross-functional business acumen and project management experience to identify key areas for process improvements. Track record of collaborating with internal business partners and effectively communicating across various levels of the organization to create meaningful solutions for customers. Demonstrated success with interpreting customer service needs and implementing technology and processes where appropriate to add value and produce results that consistently achieve or exceed business goals.

- Cross-Functional Teamwork
- Supply Chain Strategy
- Process Improvement
- Customer Relationship Management
- Change Management
- Budgeting & Forecasting

PROFESSIONAL AWARDS

Retail Sales Most Valuable Player (2014)
Pinnacle Award (2009, 2011)
Director's Award (2005)
Coach of the Year Award (2005)
Stellar Award (2004, 2005, 2006)

KEY ACCOMPLISHMENTS

Successfully negotiated a complex freight agreement with Amazon, achieving **\$1 million in cost savings** during first year. Proactively manage Amazon account and collaborate with the customer to identify deficiencies in supply chain processes causing breakdown in the evaluation and measurement of key metrics. Develop continuous process improvements, forge a sustainable customer relationship, and implement corrective action measures as necessary.

Achieved **cost savings of over \$2 million** in 2014 and 2015 for Kroger, CVS, Walgreens and Rite Aid through tailored customer programs, enhanced transportation efficiency, and improved compliance solutions.

Successfully executed a vendor RFP for a **\$2.5 million annual business** project and efficiently managed new vendor transition process with minimal business disruption.

Led implementation of Rapid Replenishment program at Kroger's top distribution centers, resulting in **reduction of three days of inventory** in the customer supply chain, significantly reducing carrying costs.

SAP Supply Chain Project Leader. Selected to lead the Global Available to Promise project team and assembled cross-functional comprised of business owners and IT consultants to evaluate project requirements, recommend solutions for process design, and manage system gaps in SAP.

PROFESSIONAL EXPERIENCE

ABBOTT LABORATORIES, INC., ABBOTT NUTRITION

2003 - Present

Manager, Retail Supply Chain (2012-Present)

Solutions-focused business leader leveraging a solid customer service leadership and project management background to develop long-term customer relationships, promote internal collaboration across business functions, and drive sustainable profitability and growth.

Manager, Retail Supply Chain (cont'd)

- Manage Amazon customer account and collaborate with business partners to identify opportunities for continuous process improvements in order to support Amazon's key business metrics with a special focus on driving sales and facilitating e-commerce expansion through supply chain strategy.
- Position Abbott Nutrition as a trusted business partner to customers by providing comprehensive support for new product introductions and transitions. Deliver measurable inventory management results by minimizing returns and associated costs, upholding superior service levels, and ensuring timely and accurate product delivery.
- Profitably manage **\$4 million P&L** for Kroger, Meijer and BJ's customer supply chains.
- Collaborate with Kroger and various internal resources to create data organization strategies to address immediate and long-term procurement and inventory management needs in conjunction with leading Abbott Nutrition's conversion to Kroger's new Vendor Item Portal.

Team Manager, Device Contracts and Compliance (2010-2012)

Identified critical areas for strategic process improvements and established strict customer contract compliance standards as a key member of the Device Redesign Asset Management Team and Institution Profitability GMI Team.

- Streamlined asset management practices and execution of device contracts in accordance with internal operating procedures and within legal and OEC compliance guidelines.
- Collaborated with Legal department and Corporate Registry to gain understanding of state law requirements for licensing of legend devices and strengthened compliance within Abbott Nutrition.

Customer Service Operations (2003-2010)

Team Manager, Healthcare Markets (2008-2010)

CSO Business Lead SAP Project (2008)

Team Manager, Retail (2006-2007)

Team Lead, Retail (2005-2006)

National Retail Account Specialist (2004-2005)

Regional Retail Customer Service Representative (2003-2004)

Highly experienced Customer Service Operations manager with demonstrated achievements in upholding service quality, spearheading the identification and execution of essential process improvements, and delivering thoughtful solutions to complex challenges. Collaborated extensively across departments and at all levels of the organization, leveraging internal capabilities in order to fulfill key objectives.

- Instrumental in implementing an innovative automated scheduling system, which streamlined efficiency and resulted in **15% reduction in departmental labor costs**.
- Achieved **100% of DSO and credits goals** as Healthcare Markets Team Manager.
- Developed and implemented an advanced training for 30 customer service professionals to address disparities in departmental order management processes.
- **Eliminated \$200,000 in outstanding A/R** within 9 months, representing a **75% reduction** in receivables.
- Managed complete order cycle process for retail accounts totaling **\$600 million in annual sales**.

EDUCATION

THE OHIO STATE UNIVERSITY

Columbus, Ohio

2003

Bachelor of Science in Business Administration
Double Major: Marketing, Transportation & Logistics