

# KRISTIANA PORTER

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## SUPPLY CHAIN PROFESSIONAL

Customer Service & Support / Operational Improvements

**DYNAMIC MANAGEMENT PROFESSIONAL** with more than five years' experience in high-volume product / service operations. Highly articulate; excellent verbal skills both oral and written. Able to work under pressure in fast-paced, time-sensitive environments. Experienced in analyzing and streamlining systems and operations to increase productivity, quality, and efficiency. Combine strong planning, organizational leadership and consensus building qualifications with effective writing and presentation skills. Strong contributions in driving organizational change and improvement.

### Signature Skills & Competencies:

- ❖ Vendor Partnerships
- ❖ International Sourcing
- ❖ Materials Management
- ❖ Supplier Management
- ❖ Logistics Management
- ❖ Customer Relations Management
- ❖ Workflow Optimization
- ❖ Inventory Optimization
- ❖ Customer Service & Satisfaction
- ❖ Expertise in Microsoft Dynamics NAV
- ❖ Warehousing
- ❖ Vendor Routing
- ❖ Cost Containment
- ❖ Productivity & Performance Gains
- ❖ Staff Training / Development

*Maximizing both operational efficiency and bottom line profitability*

#### VALUE OFFERED

- ❖ **HIGHLY-ORGANIZED, TAKE-CHARGE MANAGEMENT PROFESSIONAL** with **exceptional follow-through abilities** and **detail orientation**; successful in managing multiple simultaneous projects; meticulous organizer.
- ❖ Possess **strong interpersonal skills**; proven ability to develop highly successful relationships with clientele: local and business.
- ❖ Demonstrated ability to **efficiently prioritize** a broad range of responsibilities in order to **consistently meet deadlines** while meeting and then exceeding all targeted goals.
- ❖ Demonstrated capability to **anticipate** and **resolve problems** swiftly and independently.
- ❖ Proven proficiency in optimizing inventory levels.
- ❖ Computer literate; competent in using business software packages such as: Microsoft Dynamics 365 NAV (Enterprise Resource Planning), Square, Microsoft Word, and Internet applications.
- ❖ Highly proficient in utilizing Excel, including look-ups and pivot tables to significantly boost both accuracy and productivity.
- ❖ Demonstrated proficiency in effectively employing a full range of on-line media programs to engineer the delivery of mass messages to targeted markets in order to significantly expand customer base.
- ❖ Proven effectiveness in: Materials Management; Procurement; Supply Chain Planning; Demand Planning; and change management.

#### PROFESSIONAL EXPERIENCE & MILESTONES

December 2018-  
Present

#### **BALDOR SPECIALTY FOODS, INC**, Bronx, NY

##### **Supply Chain Planner**

March 2020 – Present

- ❖ Credited with effectively forecasting future purchases to *optimize inventory levels* and eliminate stock outages and supply issues.
- ❖ Successfully orchestrate and execute safety stock strategies yielding flexible plant production strategies while maintaining minimal inventory levels and virtually eliminating write offs.
- ❖ Reputation for deep understanding of market dynamics to successfully identify risk vs opportunity to take advantage of cost savings opportunities.

**BALDOR SPECIALTY FOODS, INC**

**Supply Chain Planner** *continued*

- ❖ Profitably drive supplier system connectivity through collaborative methods to support Baldor Supply Chain growth.
- ❖ Effectively collaborate with MSO team to improve category management initiatives.
- ❖ Effectively liaise with Merchandising and Operation to eliminate stock outages, meet fill rate, and ensure future product availability.
- ❖ Highly effective in analyzing, identifying and successfully addressing planning related issues in developing proactive courses of actions.
- ❖ Successful in spearheading cost savings and process improvement strategies.

**Assistant Buyer**

December 2018 – March 2020

- ❖ Rapidly promoted to Supply Chain Planner.

July 2018 -  
December 2018

**TARTE COSMETICS, New York, NY**

**Retail Operations Coordinator**

July 2018 – Present

- ❖ Served as primary communication and operational liaison between Vendors, Sales, Planning, Production and Distribution & Transportation to achieve sales goals & maximize account profitability for assigned accounts.
- ❖ Managed life cycle of sales orders from forecast to fulfillment.
- ❖ Maintained operational relationships between Tarte and whole sale accounts – Sampling Customers, Gratis & International Sephora.
- ❖ Ensured account contractual obligations are met through problem solving and highly effective analytical skills.
- ❖ Provided daily, weekly and monthly updates regarding order status to Sales, Customers and Management.
- ❖ Routed and monitored shipments to ensure timely delivery.

August 2016 -  
July 2018

**DANIEL WELLINGTON, New York, NY**

**Logistics and Supply Chain Coordinator**

October 2017 – July 2018

Fast-track promotions through increasingly responsible positions predicated on pioneering development of state-of-the-art procedures that have delivered productive and profitable operational improvements for this international manufacturer and distributor of high end fashion merchandise with projected (Americas / Canada) sales of \$44 million.

- ❖ Promoted based on track record of success in defining order and structure out of chaos. Masterminded procedures that both improved operational efficiency while simultaneously maintaining exceptional customer / client relationships.
- ❖ Effectively liaised between accounts, internal sales, logistics, production teams, and external warehouse to ensure inventory and operation functions are accomplished in a timely and accurate manner.
- ❖ Orchestrated development of compact inventory control system.
- ❖ Credited with optimizing the Americas and Canada inventory levels based on strategic priority and sales performance.
- ❖ Coordinated with external partners, freight forwarders, customs brokers and warehouse to ensure seamless and prompt delivery.
- ❖ Effectively tracked orders / inventory relevant to non-replenishment items.

**After Sales Coordinator**

March 2017 - October 2017

- ❖ **Conceptualized and launched processes and procedures** for both RETURN/EXCHANGE and WARRANTY/NON-WARRANTY; designing highly effective flow charts and process maps enabling staff to rapidly **expedite** required **transactions**.
- ❖ Initiated first strong hold (Americas) to collect payment for damage not covered under company's two-year warranty.
- ❖ Effectively trained staff on procedures while overseeing and fine-tuning process.

**Customer Experience Agent**

August 2016 - March 2017

- ✦ Responded to **global customer inquiries** as well as place individual product orders.
- ✦ Played integral role in getting new warehouse up and running.
- ✦ Conceptualized development of templates enabling rapid recall of in-depth product specifications; established well-received spreadsheets to efficiently coordinate and update data regarding product / inventory movement.
- ✦ Liaised between customer / warehouse / shipper to maintain up-to-the-minute knowledge of inventory / product location and delivery status.
- ✦ *Rated 1<sup>st</sup> out of 29 in **successful customer solve situations**.*

February 2013 - August 2018

**YORKTOWN GRILLE** (*fka* Finnegan's Bar & Grill), Yorktown Heights, NY

**Waitress / Lead Server** for busy area restaurant seating 120 patrons.

- ✦ Oversaw all opening, closing, and FOH activities.
- ✦ Achieved reputation for self sufficiency; willing to lend a hand to other staff.
- ✦ Recognized for teamwork, top-notch customer service, flexibility, and steadfast reliability.
- ✦ Regularly handle volume doubling most of the other staff.

**EDUCATION**

**BARUCH COLLEGE**, New York, NY

**Bachelor of Business Administration:** Advertising and Marketing

June 2015

**Minor:** Communications

**REFERENCES**

Excellent References Will Be Furnished On Request