**JOHNSON SOANS**

PO Box 293666, Dubai, UAE|+ 971 50 6244827 /+ 971 50 5952012 | soansjohn@hotmail.com

**SUMMARY**

Experience of 30+ years in managing work encompassing Strategic Planning, Sales Support Operations, Supply Chain Management, Project Management, Risk Management and Global Logistics. Proficient in conducting raw material planning and procurement, production planning, customer relationship management. Proven track record of establishing ERP (AS 400, Oracle, SAP R/3) and business process re-engineering. Skilled at devising strategies to ensure timely distribution of finished goods as well as procurement of raw and packaging materials to optimize production efficiencies.

**EXPERIENCE**

**Sep 07 - till date Extron Electronics ME Dubai**

 **Sr. Operations Manager**

*Overseeing entire gamut of Sales operations at Middle East office; Delivering integrated end to end supply chain solutions to customers. Steering work encompassing ocean-air-land transportation, warehousing, customs processing, Inventory management, value-added services and ERP solutions. Conducting process mapping for new business rollouts. Contributor to production planning in coordination with the manufacturing plant. Planning and Deploying strategies to ensure timely distribution of finished goods as well as procurement of raw and packaging materials to optimize production efficiencies. Accountable for managing strategic and operational service issues, defining policies and preparing periodic reports to facilitate effective decision making.*

* Responsible for managing overall regional Sales Operation & Supply Chain, Service Repair Centre.
* Expertise in analyzing trade sales, Order to Cash, stock flow, forecasting finished goods supplies thereby ensured in-time stock availability 99%.
* Registering a reduction in the demand-supply gap across markets
* Improved raw materials/ packaging materials planning; procurement from Europe & Far East
* Contributed to preparing:
	+ - Service Level Agreements, Contracts, KPIs, and SOPs SOX Compliance, US Trade Regulation for customers
		- Budgets, cost-benefit analysis and profitability estimates for all customer operations
* Tracked items exported to Middle East region GTS (Global Trade Service), including, software, services and ensured all items are classified under U.S regulations and local applicable regulation
* Led purchase and supply of sampling goods & POS items to support marketing plans
* Attained 98% order fulfilment - a first-time success rate
* Instrumental in streamlining of customer management operations thereby enhancing the business by 11% gross revenue in Q1 & Q2 of FY 2011-12
* Essayed a key role in reducing the inventory carrying cost by 14% year on year
* Devising winning strategies resulting in deeper market penetration in Africa set up distribution and service centre.
* Finalized the annual freight management contracts with fixed KPIs cost reduction by 5%.

**Mar 96 - Sep 07 PANASONIC GULF FZE Dub**a**i**

 **Dy. General Manager - Supply Chain & Logistics**

*Accountable for establishing start-up operation for Panasonic; served as the Project Head in Jebel Ali Dubai led end to end supply chain processes for the Middle East and Africa for an office cum warehouse of 20,000m2. Responsible for managing the company’s import-export and cross-trade business operations between the factories and suppliers in Asia and distributor network in the GCC, Middle East & Africa. Supervised order processing, documentation and bank negotiation activities.*

* Managed the Regional Operations worth annual business turnover more than US$ 1.2 Billion and volume of over 850 shipments spread over 5000 x 40’ containers comprising of over 5000 SKUs & 50000 Spare Parts.
* Played a vital role in steering commercial functions and ensuring optimum development of the distribution network across the region
* Demonstrated excellence in planning and developing systems to improve response time and achieve high-quality customer satisfaction levels for internal and external customers
* Supervised work encompassing fund flow and trade receivables management, freight management, budgeting, event management and systems development in co-ordination
* Led multi-location warehouse operation management covering over 18,0002 of storage space
* Shortlisted and entrusted with the responsibility of representing the Logistics department for business process study and implementation of SAP-based ERP for the organization
* Delivered significant contributions in the establishing Processes with intercompany, dealer distributor In Sales Operation, Procurement, Inventory, Credit Control Check, Bank Guarantee, Letters Of Credits,
* Pivotal in executing the warehouse-restructuring project; functioned as a core team member of the Export Compliance Committee involved in achieving SOX Audit for the company
* Recipient of:
	+ - Management Performance Award for Low-Cost Logistics Operation 2001-02
		- Best Award for E-Clearance Customs Implementation from DP World 2002-03

**Apr 94 – Mar 96 SONY INDIA LIMITED Mumbai**

**Assistant Logistics Manager**

**Oct 92 – Mar 94 BRITISH PETROLEUM MIDDLE EAST Dubai**

**Controller Supplies**

**July 84 – Sep 92 FENNER INDIA LIMITED Mumbai**

 **Sr. Procurement Officer**

**COURSES**

* Courses on *Export-Import Operations*and *International Trade Logistics*conducted by the Indian Institute of Foreign Trade, Dubai
* *Operations Management* - A full-time resident management development program at the Indian Institute of Management, India

**MEMBERSHIPS**

* General Secretary Dubai Round Table for Council of Logistics Management Professionals, USA
* Executive Board Member of Supply Chain Logistics Group-Dubai

**EDUCATION**

**1987 MUMBAI UNIVERSITY Mumb**a**i**

 Masters in Business Administration – Operations and Marketing Management

**1984 MUMBAI UNIVERSITY Mumb**a**i**

 Bachelor of Commerce