

HARRY EDWARD

OPERATIONS MANAGER

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A resourceful, well organized, result-driven and hardworking person with a proven track record of reducing costs and increasing the company's competitive advantage by delivering the best quality at best value and terms from suppliers. Established successful supplier's relationship and partnership to maximize profitability by meeting set sales target. Looking to secure the role of Procurement Executive in an organization that would make use of existing expertise and skills to achieve professional developments and business stability.

SKILLS

Planning Skill

Analytical Skill

Use of Computer Applications

Use of Accounting Software

People Management

Marketing Skills

Communication Skill

EXPERIENCE

Sep 2014 - Present

Procurement & Operations Manager MC World Limited

- Manage and coordinate procurement agents, buyers or purchasing agents, as well as working on the most complex purchases for the company.
- Ensures the organization secures the best deals for products and services it purchases.
- Prepare purchase order, requisition orders in order to verify accuracy, terminology and specifications.
- Respond to customer and supply inquiries about order status, changes and cancellation.
- Evaluate and buy products for companies to resell to customers. Monitoring the quality, quantity, cost and efficiency of movement and storage of goods.
- Maintain and review all records of purchased goods, including their costs, deliveries and inventories.
- Identify new suppliers agree terms and negotiate supply agreements where appropriate, including discount structures and volume rebates.
- Continually improve purchasing methods and drive down external spends.
- Work with the Finance and Audit to develop and oversee an annual operating budget with expenditures incurred.
- Prepares, verify, and process contracts with private, public, and corporate vendors.
- Coordinates staff and ensures all activities in the procurement department run as scheduled

Jan 2014 - Aug 2014

Customer Service Personnel/Help Desk Specialist MC World Limited

- Respond and solve customer complaints.
- Provide friendly, courteous and effective services to clients via calls and emails.
- Attract potential customers by answering questions, suggesting information about other IT related products and services.
- Maintaining appropriate stock levels for sales.
- Provide reports by collecting and analyzing customer details.

Jan 2013 - Dec 2013

- Use of Sage one accounting software to record stock and print invoice.

**Marketing Executive/Customer Relation Officer
Wincore Limited**

- Managed client database.
- Handled and swiftly resolved customers compliant in a professional and effective manner.
- Generates sales leads, expanding operations to handle heavier client load, staying in touch with customers to access their satisfaction and get their ideas on how to improve services.
- Enhance the products, services and client base of the organization.
- Successfully increased departmental client base by over 70% through direct marketing initiative.
- Daily database update in production.

Jan 2011 - May 2013

**Admin Officer & Customer Relation Officer
Boise Technologies Limited**

- Coordinate administrative tasks, such as personnel, budget, and record management control.
- Responsible for the procurement of supplies; maintenance of inventory records; including supervision of staff performing these functions.
- Performed Customer Service Operations, general computer operations & data analysis

EDUCATION

Sep 2017

**B.Sc. Computer Science
Massachusetts Institute of Technology**

Sep 2010

**NIT Computer Science
New York University**

CERTIFICATION

Procurement & Contract Management Certificate Program

Sage Accounting One

Microsoft Retail Professional Program

Intel Retail Edge Certificate Program

Customer Service Professional Certificate