

Jorge Galván Jácome



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SUMMARY

INDUSTRIAL ENGINEER WITH +7 YEARS OF EXTENSIVE EXPERIENCE IN LOGISTICS AND SUPPLY CHAIN, WITH FOCUS IN OPERATIONS, E-COMMERCE, CUSTOMER SERVICE, DEMAND PLANNING AND INTERNATIONAL TRAFFIC; LOOKING TO CONSOLIDATE ME IN A MANAGERIAL ROLE IN A GLOBAL ORGANIZATION.

KEY PROCESSES MANAGED

OPERATIONS, CUSTOMER SERVICE, SALES AND OPERATION PLANNING (S&OP), MANAGEMENT & FORECAST OF INVENTORIES, EXPORTS.

KEY COMPETENCES

LEADERSHIP, CUSTOMER FOCUS, ANALYSIS CAPACITY, DRIVE FOR RESULTS, HORIZONTAL & VERTICAL COMMUNICATION, GLOBAL PERSPECTIVE.

WORK EXPERIENCE

MERCADO LIBRE.

OPERATIONS SUPERVISOR (OUTBOUND)

(01/21 – ACTUAL)

OPERATIONS SR. ANALYST/COORDINATOR (OUTBOUND)

(07/19 – 01/21)

- GUARANTEE KPIS & SLAS COMPLIANCE ABOVE 99.5%.
- OPERATIONAL DESIGNED, SET UP AND LAUNCHING OF THE NEW NON-SORTABLE FULFILLMENT CENTER.
- OPERATIONAL RESPONSIBLE FOR THE EXPANSION OF SHIPPED VOLUME TO 225K SIS PER DAY & 140 FINAL CANALIZATIONS (GROWTH OF +50%).
- MEXICO OUTBOUND OPERATIONS SME.

- 3 PEAK SEASONS MANAGING TO OBTAIN IN EACH ONE OF THEM, NUMBERS IN VOLUMES SHIPPED RECORD, WITH SLAS +99% CONSIDERING THE DEVIATIONS ABOVE THE FORECAST.
- CREATION OF THE MEASUREMENT SYSTEM FOR THE MONTHLY PERFORMANCE EVALUATION OF THE OPERATIONAL TEAM, WITH AN ASSERTIVENESS ABOVE 98% IN THE RESULTS OBTAINED.
- CONTINUOUS IMPROVEMENT EFFORT WITH CROSS-FUNCTIONAL TEAMS TO ACHIEVE HIGH QUALITY ABOVE THE 4 SIGMA'S (DPMO) TARGET AS WELL AS THE ACCOMPLISHMENT OF THE PRODUCTIVITY RATES ACROSS OPERATIONAL PROCESS.
- RESPONSIBLE FOR THE OPERATIONAL LAUNCH OF THE NEW SERVICE CENTERS, CURRENTLY MANAGING TO HAVE +60 CANALIZATIONS ACROSS THE COUNTRY.
- DEVELOP NEW OPERATIONAL PROCESSES WORKING CLOSELY WITH IT TEAMS, AS WELL AS IMPLEMENTATIONS.
- RESPONSIBLE OF HEADCOUNT AND SHIFT PLANNING TO GUARANTEE REQUIRED CAPACITY ACCORDING TO DEMANDS VARIATIONS & SEASONALITY.
- 3PL OPERATIONS TAKE OVER PROJECT, TRAINING AND BUILDING NEW OUTBOUND OPERATIONAL MANAGEMENT, LEADING TEAM AND THE STRUCTURE DESIGN.
- CREATION & IMPLEMENTATION OF THE STOW GUIDELINE IMPLEMENTING THE GAYLORDS TO GUARANTEE THE QUALITY IN SENDING PACKAGES.
- COORDINATION AND ALIGNMENT OF THE CHANGE OF OPERATIONS PROCESS INHOUSE TO DIRECT INJECTION WITH THE COMMERCIAL CARRIERS.
- 3PL OUTBOUND OPERATIONS MANAGEMENT.

AMAZON.

OPERATIONS MANAGER (OUTBOUND)

(05/18 – 07/19)

- ZERO CE MISSES AND ZERO LATE DEPARTURES DURING PEAK 2018 “BUEN FIN”.
- RECORD OF SHIPMENTS DURING PEAK 2018 “BUEN FIN”, PROCESSING 63,815 UNITS IN A SHIFT, 115,797 IN ONE DAY, 581,636 IN A WEEK AND 1,630,045 IN THE MONTH.
- CREATION OF THE LAY OUT FOR THE AREA OF SHIPMENTS, HELPING THE RELIEF OF THE CONVEYOR, INCREASING THE NUMBER OF UNITS PROCESSED BY HR FROM 100 TO 135.
- DEA OF 99.8% DURING Q3.
- 100% OF THE ORDERS OF “PRIME DAY 2018” SUCCESSFULLY SHIPPED.
- PARTICIPANT OF THE LAUNCH OF THE NEW NON-SORTABLE FC, MEX3, THE BIGGEST FC IN MEXICO.

MATTEL INC.

SR. PLANNER LATAM (BRAZIL / COLOMBIA)

(08/16 – 04/18)

CUSTOMER SERVICE REPRESENTATIVE EXPORT

(02/15 – 08/16)

CUSTOMER SERVICE COORDINATOR

(04/14 – 02/15)

- MANAGEMENT AND CONTROL OF A PORTFOLIO OF +1000 ITEMS, WITH A VALUE OVER \$200 MILLION USD, ACHIEVING AN AVAILABILITY HIGHER THAN 98% IN HIGH SEASON AND 99% IN LOW SEASON.
- MAIN POINT OF CONTACT OF LATAM, FOR SOURCES IN CHINA, INDONESIA, THAILAND, AND MALAYSIA (SOURCES WITH THE PRODUCTION OF THE ITEMS OF GREATER VOLUME), ACHIEVING MAINTAIN AVAILABILITY PER MARKET ABOVE ITS OBJECTIVE (NOT LESS THAN 93%).
- REDUCTION OF PULL FORWARDS (EXCESS SHIPMENTS) BY 30% BY SOURCE VS 2015.
- IMPLEMENTATION OF PROCESS FOR SUCCESSFUL MANAGEMENT OF PRODUCT LAUNCHES, GUARANTEEING AN AVAILABILITY OF 98%.
- DESIGNATED AS A KEY USER FOR THE IMPLEMENTATION OF PROCESS OF CHANGE OF THE PLANNING TOOL, ACHIEVING DOING MORE EFFICIENT THE PROCESS TIMES, CONTROL OF INVENTORIES, THE INTERCOMMUNICATION OF THE SYSTEMS WITH THE SOURCES AND VISIBILITY TO FORECAST.
- IMPLEMENTATION OF COVERAGE FILE, GENERATING A FORECAST OF INVENTORY AT TWO MONTHS OF 90%.
- CONTROL OF LABELING, WHICH HAS ELIMINATED REWORKS TO 0% AND HAS GENERATED SAVINGS MONTHLY UP TO \$1,000 USD.
- PUNCTUAL EXECUTION AND EFFECTIVE MANAGEMENT OF THE END OF THE YEAR ACTIVITIES (CUT OFF) FOR OPERATIONS IN LATAM, WITH 0% OF INCIDENTS DURING 2016.
- COORDINATION AND ALIGNMENT OF THE CHANGE OF BUSINESS MODEL FOB TO CIF, TO CONTROL 100% OF EXPORTS OPERATIONS AND INCREASE IN A 100% THE DELIVERIES OF THE MONTH.
- CREATION OF SOP, PROCESSES MAPPING AND ALIGNMENT OF THE VISIBILITY OF AFTER SALES SERVICE FOR THE NEW BUSINESS MODEL, TO KICK START THE MEASUREMENT OF INDICATORS.
- RESTRUCTURING AND TRANSITION OF CUSTOMS EXPORT OPERATIONS TO CUSTOMER SERVICE AREA, INCLUDING PROCESS MAPPING AND AUDIT CONTROLS.
- IMPLEMENTATION AND COORDINATION OF THE CHANGE OF BUSINESS MODEL WITH WALMART CENTRAL AMERICA FROM A MODEL FCA TO EXW, REDUCING TRANSPORT COSTS OF +\$70K USD, INCREASE THE LOAD OF UNITS BY 50%, FASTER CONSOLIDATION, IMMEDIATE SALES RECOGNITION, REDUCTION OF REJECTIONS TO 0%.
- GUARANTEE DELIVERIES FOR THE RECOGNITION OF SALES BY MONTH ABOVE 97%.
- RESPONSIBLE FOR THE CREATION OF THE GENERAL PROCESS OF EXPORT OPERATION, SUPPORTED BY A FLOWCHART AND 10 MANUALS, TO OUTSOURCE AND / OR AUTOMATE OPERATIONAL / TRANSACTIONAL ACTIVITIES OF THE AREA.
- .03% OF REJECTION DOCUMENTS, PENDING OF CREATION AT YEAR CLOSURE.
- DEPURATION OF REJECTIONS AREA IN THE DISTRIBUTION CENTER IN RECORD TIME, THUS GUARANTEEING A CORRECT FISCAL INVENTORY.
- SUPPORT FOR 3 MONTHS IN HIGH SEASON, BEING THE MAIN POINT OF CONTACT IN CUSTOMER SERVICE FOR KEY CLIENTS, GUARANTEEING 100% SALES OF THE MONTH.
- REDUCTION DOWN TO 24 HRS IN THE CREATION OF REJECTION DOCUMENTS AND OPTIMIZATION OF THE PROCESS OF CHANGE OF STATUS OF INVOICES IN SYSTEM.

- CREATION OF FILES THAT ALLOWS VISIBILITY TO CUSTOMER SERVICE AND OPERATION TEAMS, OF 100% OF THE CREDIT NOTES GENERATED AND THE PENDING REJECTED DOCUMENTS.
- CREATION OF FILES TO HAVE A DOCUMENTARY CONTROL OF 100% OF THE PENDING AND GENERATED REJECTION NOTES.
- CREATION OF A TRAFFIC LIGHT FOR THE STATUS OF 100% OF PROOF OF DELIVERY DOCUMENTS.
- FOLLOW UP AND CLOSURE OF 2013 WHEN TAKING THE ASSIGNMENT (RECOs, CHARGES TO CARRIERS, REJECTION DOCUMENTS PENDING).

EDUCATION

AUG 2009 – DEC 2013

INDUSTRIAL AND SYSTEMS ENGINEER – UVM CAMPUS LOMAS VERDES

COMPLEMENTARY FORMATION

ACCENTURE ACADEMY (GLOBAL DEVELOPMENT & SUPPLY CHAIN)

TRAINING: BUSINESS PROCESS MANAGEMENT

INTERNATIONAL COURSES:

LEAN MANUFACTURING

BUSINESS PROCESS MANAGEMENT

SIX SIGMA METHODOLOGY INTRODUCTION

SEMINAR: V CONGRESS OF INDUSTRIAL ENGINEERING

"NEW TRENDS OF IMPROVEMENT, QUALITY AND EFFICIENCY IN THE INDUSTRIAL PROCESSES"

LANGUAGES

ENGLISH:	PROFESSIONAL WORKING PROFICIENCY
PORTUGUESE:	LIMITED WORKING PROFICIENCY
SPANISH:	NATIVE PROFICIENCY