



KAI

Inventory, Logistics and Warehouse Management Specialist

✉ g9014439 @ Bournemouth.ac.uk ☎ +31-(0)627153372

🔗 <https://www.linkedin.com/in/kaijiao>

<http://www.gooddealsonoffer.co.uk/whoiam.htm>

Personal Details

Languages: English (fluent) Mandarin (native)

Nationality: EU Citizen (British National)

Others: a Full Clean B-Category EU Driving Licence Holder since Feb 2003 & Reach truck operation qualified in Oct 2017

Profile and Key Strengths

- A result driven, creative and highly motivated supply chain professional with international marketing and project management background is keen to keep on learning and finding new challenges
- Over eight years of work experience in the material and logistics management part of supply chain network development and operations area at the high-tech industry for both big and small to medium sized multinational companies as well as actual 3rd party service provider in Netherlands and UK
- Designed, implemented and managed two different types of inventory management processes for the subcontractors of my previous employer of six years in the UK; resulting in not only meeting company's requirement on ITO rates but also have saved company 71% of the reverse logistics costs

Professional Work Experience

April 2019 – present, **Service Quality Controller, Geodis Wilson Netherlands B.V**, a world's leading transportation and logistics service provider, Amsterdam Schiphol, Netherlands

Working as a part of the internal service quality assurance team, I was responsible for:

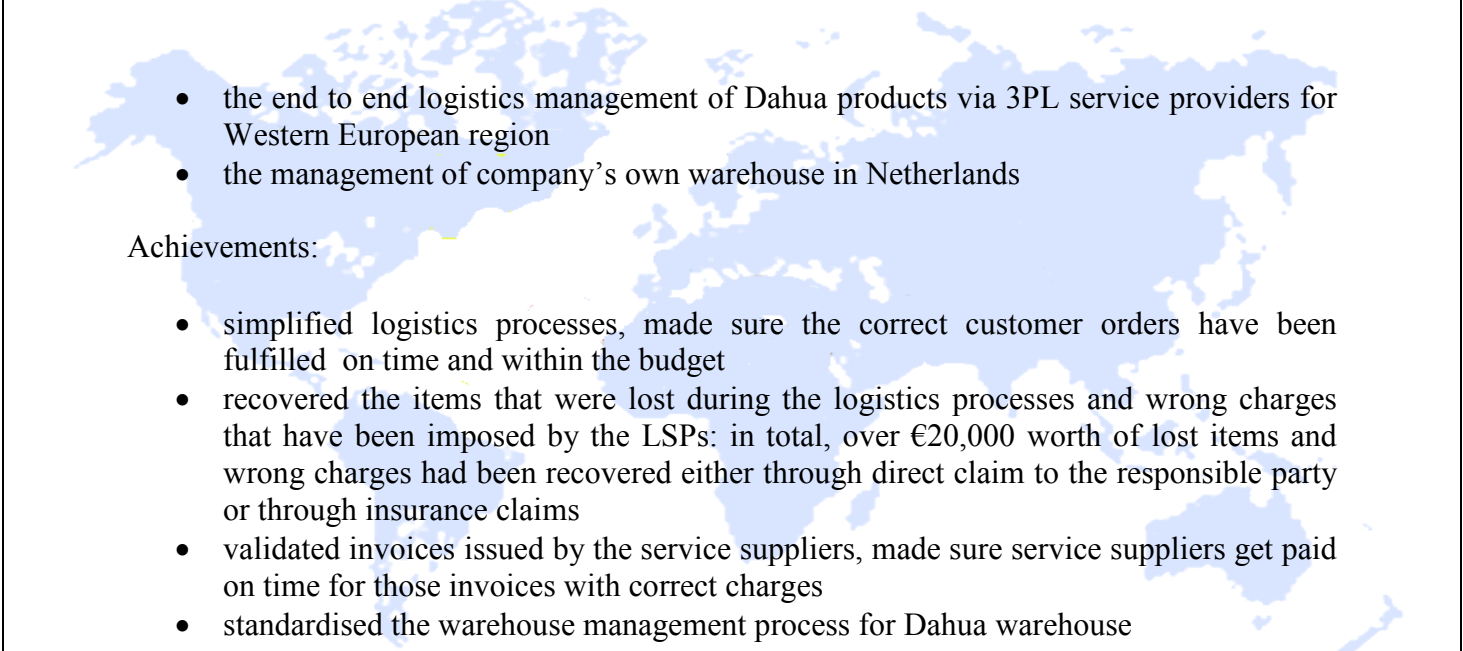
- Service quality assuring for a major client on the full time basis
- Assisting colleagues for service quality assurance for two other clients on the part time basis

Achievements

- Created and set up the service performance monitoring process for a major client from scratch
- Identify areas where service can be improved on
- Coordinating different internal stakeholders located in different countries to implement service quality improvement plan
- Resulting in meeting business requirements set by the client

August 2017- December 2018, **Logistics Specialist, Dahua Technologies Europe B.V**, a world's leading video surveillance products and services provider, Nieuw Vennep, Netherlands

Worked as a part of the key business operation team, I was responsible for:

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- the end to end logistics management of Dahua products via 3PL service providers for Western European region
 - the management of company's own warehouse in Netherlands

Achievements:

- simplified logistics processes, made sure the correct customer orders have been fulfilled on time and within the budget
- recovered the items that were lost during the logistics processes and wrong charges that have been imposed by the LSPs: in total, over €20,000 worth of lost items and wrong charges had been recovered either through direct claim to the responsible party or through insurance claims
- validated invoices issued by the service suppliers, made sure service suppliers get paid on time for those invoices with correct charges
- standardised the warehouse management process for Dahua warehouse

*January 2011- February 2017, **Logistics Officer, Huawei Technologies (UK & Ireland)**, a world's leading telecommunication and network solutions provider, Green Park, Reading, United Kingdom*

Worked as a part of the key supply chain management team, I was responsible for:

- the inventory management of business subcontractors in the UK and Ireland
- provide inventory management training to the Huawei subcontractors and logistics expertise to the Huawei supply chain and project managers
- process and place Purchase Orders to the local suppliers for VDF UK SRAN Project
- arrange product deliveries to and from Huawei UK business partners through 3rd party logistics provider

Achievements:

- Designed, implemented and managed the end to end supply chain process for EE UK 2G/3G Refresh Project and Vodafone UK SRAN and Moran Project
- Resulting in saving reverse logistics costs by 71% at the same time meeting company's requirement on Inventory Turnover Rates (ITOs) for the subcontractors in the UK
- Ensured the safety of the equipments that have been handled by the company's subcontractors through tracking the material on the end to end basis

*August 2005-July 2006, **Business Analyst, Motorola Solutions**, Thamesdown Drive, Swindon, United Kingdom*

Worked in the 3G infrastructure product management team, I had:

- Engaged in analysing and identification of the market requirements for the 3G network products
- Built business models to show the profit margins in different scenarios for product managers
- Run the weekly team meeting with colleagues from U.S, China and Ireland
- Re-organised, updated and maintained the team database

*September 2003-July 2005, **Duty Manager & Key holder** (Part Time) at the **Co-op Supermarket**, Julian Road Store (with an annual turnover over £1 million), Bath, United Kingdom*

I was responsible for running the store in the evenings and at the weekends and attend the emergency calls at the off-business hours

- Led a team of 2-3 people to run the store
- Liaised with police to attend the emergency calls
- Maximised the inventory levels in the store
- Ensured staff to provide the highest possible standard of services to the customers
- Successfully dealt with problems and complaints

Education

*2007-2009, **MA International Marketing Management**, Bournemouth University, Bournemouth, United Kingdom*

- Feb-Mar 08 I acted as a business consultant to develop a realistic marketing strategy plan for Vegapalm Ltd (a Bournemouth based business specialised in selling paint for motor vehicles, Mr. Clive Papworth, 54 Denmark Road, Bournemouth, Tel: +44-(0)1202-526477) with my colleagues
- A 15,000 words dissertation (Thesis: the Influence of the Cultural Difference between China and UK on Consumer Buying Behaviour of Mobile Phones, supervised by Dr Julie Robson, Head of Strategic Management Research Group, Bournemouth Business School)
- See some of my academic work at <http://www.gooddealsonoffer.co.uk/works.htm>

*2003-2007, **BSc (Hons) Politics with Economics**, University of Bath, Bath, United Kingdom*

- One year full-time work experience at Motorola and two years part & full time experience in the retail business, see my experience at Motorola on Intercom Spring 2006 Edition- a newspaper for students at the University of Bath
<http://www.bath.ac.uk/international/newsletter/spring06.html#work>
- A 10,000 words final year dissertation (Thesis: Globalise or Internationalise, What sort of the Contemporary World we live in? A Study into the role of Nation States in the process of Globalisation, supervised by Dr Ingolfur Blühdorn, then Reader in Politics, Department of Politics, Languages & International Relations, University of Bath)

Personal Interests

Budget Travelling: I have been to the most parts of Far East Asia, and many parts in Europe, North Africa and Middle East region either by myself or with my friends.

- I am **enthusiastic** about **learning** and **comparing different cultures**
- I **budget** and **organise my trips**
- I **deal effectively** and **efficiently** with **problems** during the trip

Website Creation and Digital-Marketing: created and marketed my own online business website, it is now in one of the top five search results for London Heathrow Airport Taxi services in all major search engines, see the example at http://www.gooddealsonoffer.co.uk/Cover_letter.htm