



OPERATIONS | CUSTOMER | COMMERCIAL | FINANCE | PROGRAMS

I learned the business from the floor up.

More than twelve years in logistics and healthcare, progressing from frontline execution into people leadership, implementations, account governance and commercial control. Strongest where operations, customer commitments and financial impact need to come together.

THE WAY I TEND TO WORK

**Understand the operation.
Make the problem visible.
Build what is missing.**

The business problem comes first.

12+ YEARS

Frontline execution to governance

~12 FTE

People leadership in transport and customer care

6-FIGURE

Historical revenue recovery and protection

6-FIGURE MONTHLY

Billing and rating logic

EUROPEAN

Healthcare implementation and governance

CAREER IN CONTEXT

Seven perspectives. One career.

01
Warehouse
EXECUTION

02
Customer Service
CUSTOMER

03
Projects
IMPLEMENTATION

04
Finance
ECONOMICS

05
Critical Ops
PRESSURE

06
Leadership
PEOPLE

07
Customer Engagement
GOVERNANCE

SELECTED OWNERSHIP

A few examples of the work behind the profile.

Revenue Recovery & Billing Control

Connected contract terms, P&L, order detail, rate logic and invoicing into repeatable review controls.

Recovered and protected six-figure revenue.

Customer & Account Governance

Structured recurring governance around KPIs, escalations, complaints, financial topics and cross-functional actions.

Clearer ownership, transparency and decisions.

Healthcare Implementation

Supported reusable packaging, cold-chain network setup and critical healthcare operating processes.

Helped turn complex requirements into repeatable operations.

Systems & Practical Controls

Built reporting, billing, workflow and governance layers when standard processes did not provide enough control.

Better visibility, stronger control and faster decisions.

INDEPENDENT VALIDATION

Manager feedback reflects the same themes.

"An important driver of positive change."

Manager feedback | 2024 annual review

"Key in resolving and managing issues and leading customer meetings."

Manager feedback | 2025 annual review | Overall rating: Strong

WHERE I ADD MOST VALUE

Complex customer accounts | Program management | Commercial governance | Operational performance

Roles where operational knowledge, customer responsibility and commercial decision-making need to come together.

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