Alex Morgan

Senior Operations Manager

Cape Town, South Africa | Open to remote and hybrid roles
alex.morgan@example.com | Personal contact details omitted in this sample

Professional profile

Operations leader with 13 years of progressive experience in distribution, service delivery and process improvement. Combines hands-on team leadership with strong commercial judgement, structured reporting and practical systems implementation. Experienced in improving fulfilment performance, controlling costs and helping growing teams work consistently across multiple sites.

Selected career achievements

- Improved on-time dispatch from 87% to 97% across three fictional distribution sites by redesigning planning routines and escalation ownership.
- Reduced operating cost per order by 14% over 18 months while maintaining customer-service standards and inventory controls.
- Led a phased warehouse-system rollout for 65 users, including workflow mapping, testing, training and post-launch support.

Core capabilities

Multi-site operations | People leadership | Capacity and workforce planning | Budget control | Inventory accuracy | Supplier performance | Process mapping | Continuous improvement | KPI reporting | Change management | Customer escalations | Cross-functional delivery

Professional experience

Senior Operations Manager

Northline Supply Studio | March 2023 to present

Fictional distribution business. Accountable for daily performance across three sites, a 32-person team and an annual operating budget of R18 million. Reports to the managing director and works closely with finance, sales and customer support.

- Introduced weekly demand reviews and daily workload planning, balancing staffing and carrier capacity against order commitments.
- Built an Excel and Power BI reporting pack covering fulfilment, labour utilisation, stock adjustments and service exceptions; replaced five disconnected weekly reports.
- Coached four team leads through monthly performance reviews, skills plans and clear shift-handover routines.
- Renegotiated supplier service measures and introduced quarterly reviews, reducing repeat delivery discrepancies by 28% in the sample scenario.
- Owned site readiness and business-continuity exercises, documenting escalation routes, critical dependencies and recovery responsibilities.

FICTIONAL SAMPLE ONLY - All names, employers, qualifications and achievements are invented for portfolio demonstration.

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Earlier experience

Operations Manager

Harbourfield Service Works | June 2020 to February 2023

Fictional equipment-service company. Managed scheduling, parts availability and customer handovers for an 18-person service operation.

- Reduced average job turnaround from 6.2 to 4.5 working days by introducing service triage, parts checks and a visible work queue.
- Standardised 24 operating procedures and introduced supervisor sign-off for quality checks, returns and unresolved customer issues.
- Partnered with finance on monthly forecasts, purchase approvals and variance reviews; kept controllable expenditure within the approved annual budget.

Operations Analyst

Harbourfield Service Works | January 2017 to May 2020

- Analysed stock movement, order delays and supplier lead times; supported a cycle-count programme that increased sample inventory accuracy from 92% to 98%.
- Created scheduling templates and weekly exception reports, giving supervisors a consistent view of workload and overdue tasks.

Operations Coordinator

Pinebridge Distribution Office | February 2013 to December 2016

- Coordinated order entry, dispatch paperwork, carrier bookings and delivery queries for a fictional regional distribution team.
- Maintained stock and returns records, reconciled delivery exceptions and supported the introduction of a shared customer-enquiry log.

Selected project

Warehouse-system rollout | 2024 to 2025. Led discovery workshops, cleaned item records, coordinated user acceptance testing and trained shift champions. Used a staged cutover and a two-week support period so the sample business could continue trading during the transition.

Education and professional development

Bachelor of Commerce in Business Management | Alderfield College of Commerce | 2012. Fictional institution and qualification for portfolio demonstration.

Additional fictional training: continuous improvement fundamentals (2018), frontline leadership (2021) and project delivery foundations (2024).

Tools and additional information

Microsoft Excel, Power BI, Microsoft 365, shared work-management tools and warehouse-system workflows. Languages: English and Afrikaans. Availability: one calendar month. References and supporting documents are not supplied for this fictional profile.

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