**Kevin McKeown**

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**Profile**

I am an enthusiastic, passionate and smart Customer Service Supervisor working in the Pharma/Medical sector. My key areas of experience are Team Leadership and Management in Customer Service and Customer Relationship Management, Demand Planning, Procurement and Vendor Management.

My key skills are, cross functional team leadership and management specialising in, customer service, demand management, procurement, warehouse and distribution, outsourcing, contracts management, quality, change and integration programs (people, process, systems), negotiation, coaching, and excellent analytical, communication and influencing skills.

**Work Experience**

September 2011 – Present, Customer Service Supervisor at Smiths Medical Ltd

Smiths Medical is a leading global provider of medical devices for the hospital, emergency, home and specialist environments. Our products are used during critical and intensive care, surgery, post-operative care during recovery and in a series of high-end home infusion therapy.

**Key Responsibilities:**

* Lead and manage a team of four customer service representatives, maintaining efficient
* and smooth department operations by providing team members with direction and tools required to perform their jobs
* Monitoring staff workload, managing appropriately among team members
* Ensure that clients receive the highest level of service and support in an efficient, knowledgeable and timely manner by providing daily direction to team members, coordinating with sales and operations
* Create and maintain a high quality work environment motivating associates to perform at their highest level by proactively managing, supporting and giving appropriate feedback on their performance
* Establish work procedures and processes to support company and department standards and goals, complying with HPRA, ISO and health and safety requirements
* Seek improvement opportunities to drive customer service and operational improvement, delivery and best practice by encouraging and coaching team members, creating an environment for open and honest engagement
* Monitoring backorders and liaising with supply chain and appraising customers of expected ETA
* Key account management, managing distributor accounts, liaising with sales and inventory departments to ensure they receive a high level of service.
* New employee interview and hiring process
* Management of customer issues and escalations through CRM tool, ensuring timely investigation, response and closure

**Achievements (People, Process, Technology Focus)**

* Management the successful implementation of Oracle R12 Business System (Ireland Team Lead). Involving user acceptance testing and liaising with global project management team (2014).
* Warehouse Re-location Project (Ireland Team Lead) inclusive of product code rationalisation, product move and product disposition (to be completed in May 2015).
* Implementation of global share point supply chain portal contain all key business information for Ireland (Q1 2014)
* Integrating local QMS with global quality shared services (Q3 2013)
* Introduced key performance indicators (KPIs) order fill rate, back order management, on time delivery, capturing specific issues for corrective action (Q1, Q2 2012)
* Reviewed distribution channel on key accounts and implemented changes resulting in improved service and on time delivery and increased business from our key clients by 9% (Q4 2014 – Q1 2015)
* Reviewed, updated and trained staff on standard operating procedures (SOP’s) and divisional procedures (DP’s) in line with the business and in support with ISO and GXP accreditation.

November 2010 – September 2011, Customer Service Representative Movianto / Cahill May Roberts

Movianto, a pre-wholesaler and operates as a subsidiary of Cahill May Roberts Limited. Movianto imported, warehoused and distributed pharmaceuticals on behalf of pharmaceutical manufacturers and agencies.

**Key Responsibilities:**

* Provide “Best in Class” to all Movianto clients
* Achieve monthly set KPI’s
* Outbound and inbound contact management
* Processing of customer orders
* Work closely with all department ensuring strong work ethic and communication
* Keep sight of and work towards objectives in line with overall business stragety
* Follow up agreed time lines to ensure issues are satisfactorily resolved
* Ensure accuracy at all times, minimizing the impact of error

**Achievements:**

* Direct to pharmacy high tech business model implementation: responsible for setting up 700 pharmacies for this programme in SAP

May 2010 – November 2010, Independent News (INM) – SAP Project Support

Established in 1971, Newspread is a Magazine and Newspaper wholesale and distribution company supplying the News agency trade. Newspread's portfolio includes the majority of magazine periodicals available in Ireland, and a large number of Daily and Sunday Newspapers. Newspread have a customer base of 6,500 retailers serviced by a distribution network of 700 carriers.

**Key Responsibilities:**

* Part of SAP implementation project team
* Specifically outbound contact with 1,700 approx retail stores to capture all relevant account information e.g. address, phone number, email, key contact names

**June 2005 – November 2010, Gibney’s Pub Malahide**

**Key Responsibilities:**

* Barman
* Stock taking
* Customer satisfaction surveys
* Third party event management

**Education & Training**

Currently 2015, **LLB in Irish Law,** Griffith College Dublin (currently in my final year, 2:1 average after Semester 1)

2013, **GMP & GDP**, Smiths Medical

2011, **Oracle Training,** Smiths Medical

2007, **Leaving Certificate**, Institute of Education

**Technical skills**

| **Skill** | **Level of Proficiency** |
| --- | --- |
|  |  |
| * Supply Chain and Operations Management and Strategy | Highly Proficient |
| * Customer Relationship Management and Development * Customer Service (Service Delivery, CRM solutions) | Highly Proficient  Highly Proficient |
| * Sales and Operations Planning (S & OP) | Expert |
| * Continuous Improvement (CI) | Highly Proficient |
| * People management skills * Change Management incorporating people, process and systems. | Highly Proficient  Expert |
| * Program and Project Management | Highly Proficient |
| * Quality Management (GXP, IMB knowledge and compliance, ISO9001) | Highly Proficient |
| * Manage operating system implementation and development (SAP, Oracle) | Highly Proficient |
| * Training & lecturing skills | Highly Proficient |
| * Presentation skills * Process and training documentation writing | Highly Proficient  Highly Proficient |
| * Microsoft Office (Word, Excel, Power Point, Access) | Highly Proficient |
| * Internet (msn, google, yahoo) | Highly Proficient |
| * E-mail (MS Outlook) | Highly Proficient |
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**Hobbies and Interests**

I enjoy all sports, I play football for St. Sylvester’s GAA club. I am interested in travelling and history.

**References**

Available on request