

JOHN CHAN

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OPERATIONS DIRECTOR | GENERAL MANAGER | TEAM LEADER

Direct teams in delivering scalable solutions that meet clients' needs and promote efficient business operations. Assume end-to-end product life cycle ownership to drive revenue growth and increase market share.

Approachable, innovative senior operations leader with 15+ years' progressive experience spanning marketing, logistics, account management, customer service, and sales. B2B retail sector specialization in health/wellness and consumer products for manufacturer with 350 employees in Europe and North America.

Possess unique skill set, with achievements in process and system integration, marketing outreach, product launch, supply chain management, and revenue generation for global consumer goods company. Extensive hands-on experience with third-party logistics. Key accounts serviced: Ace Hardware, Amazon, Bed Bath & Beyond, Coach, and Williams Sonoma. Fluent in Chinese.

SUCCESS SNAPSHOT

- ✓ Integrated acquisition valued at \$7.5M.
- ✓ Launched products valued at \$2.5M.
- ✓ Added 8% margin to bottom line.
- ✓ Decreased operational expenses 11%.
- ✓ Ensured on-time delivery of \$7.1M in POs.
- ✓ Saved 20% annually at call center.
- ✓ Grew annual sales 17% and revenue 50%.

AREAS OF EXPERTISE

Product Launch | New Market Identification | Product Definition | Inventory & Logistics Management
Supply Chain Management | Merger & Acquisition Integration | Warehouse System Management

PROFESSIONAL EXPERIENCE

BONECO North America Corp. | Encino, CA

2015–Present

Switzerland-based leader in high-performance air humidifier and air purification market in North America.

Director of Operations

2020–Present

Manage asset integration with acquisition of ENVION's air purification product line valued at \$7.5M. Lead company relocation from Illinois to California, transitioning business units including human resources and finance. Consolidate BONECO and ENVION best practices while maintaining transparency with retail clients.

- ✓ **Achieved all milestones to date as ERP upgrade lead** from Dynamics AX to Dynamics 365, with May 2021 completion date, currently projected to be on time and on budget. Liaised among business units to ensure system requirements were met.
- ✓ **Identified opportunity to decrease transmit time up to 20%**, with 5-7% projected transit cost savings. Delivered optimization plan to current supply chain partners and potential distribution partner for operational impacts.
- ✓ **Transitioned 50+ national and local retail customers with corresponding sales rep agencies** while maintaining top 2 of 3 key retail clients. Developed sales bonus structure supporting incentives for revenue growth and increased market share.
- ✓ **Secured product compliance with federal and state regulatory bodies** including EPA, CARB, and CSA, acting as technical point of contact.
- ✓ **Positioned new product line in appropriate retail markets**, coordinating with internal and external sales force on product launch campaign.

General Manager

2018–2019

Promoted, with accountability for sales, operations, and logistics P&L. Reorganized staff with 7 new customer service, sales, marketing, and finance hires. Charged to lead cost-saving initiative, identifying and resolving operating inefficiencies. Established more cost-effective benefits plan to attract and retain talent. Restructured bonus plan to remain competitive in market.

- ✓ **Decreased operational expenses 11%**, consolidating distribution centers from California and Pennsylvania.
- ✓ **Ensured on-time delivery from 4 factories** in China, Czech Republic, South Korea, and U.S., communicating regularly to prioritize production.

Continued

General Manager, BONECO, continued

- ✓ **Saved 20% annually at newly established call center** by reducing talk time 24%. Negotiated bid, improved training process, and implemented Zendesk CRM to track inquiries and streamline process.
- ✓ **Achieved 98% minimum fill rate** by monitoring inventory and demand to ensure product availability.
- ✓ **Reduced inventory discrepancy from 0.9% to 0.03%**, collaborating with distribution centers to implement key performance metrics to identify shifts, trends, and unusual patterns driving operating results.

Director of Sales and Marketing

2016–2018

Recruited by VP of Sales to play dual role in expanding client portfolio and implementing new marketing strategies. Assessed national retailer partnership profitability. Managed 4 sales representatives with \$6M annual revenue goal.

- ✓ **Attained record \$2.5M revenue growth** in low-performing sector, recovering business acquired from QVC, HSN, and TSC shopping channels. Focused business plan on strategic time slot and new product placement.
- ✓ **Added additional 8% margin to bottom line** by forming partnership with Amazon sales channel. Produced improved SEO and online content and optimized fulfillment process by adding new partner.
- ✓ **Drove 17% annual sales increase** by segmenting new products within sales channels.
- ✓ **Contributed to 50% revenue increase and 4% net margin increase** from revised Amazon sales strategy.
- ✓ **Secured on-time delivery of 110+ purchase orders** from 17 factories (primarily China-based), totaling \$7.1M.

Key Account Manager

2015–2016

Managed day-to-day account activities including new client onboarding, sales reporting, and forecasting for 5 key accounts. Conducted quarterly business reviews to ensure account team was executing on key objectives.

- ✓ **Increased revenue 3%** by adding 20 new clients and focusing on new markets in e-commerce and hospitality.
- ✓ **Generated \$1.9M revenue** from existing client base, launching new products and gaining incremental placement of 4 SKUs.

BUNZL RETAIL SERVICES (formerly SCHWARZ SUPPLY SOURCE) | Morton Grove, IL

2005–2015

Supply chain management solutions for retail, banking, and foodservice industries.

Senior National Account Manager

2011–2015

Held lead role in key account management, fostering growth of retail operations group. Served as project manager with parent company during transition post-merger, integrating facilities, onboarding new clients, and adapting IT systems. Managed 30 retail accounts and team of 10 account managers, providing solutions for process gaps and addressing underperformance in targeted accounts profitability.

- ✓ **Accelerated learning curve of 50 employees** (following merger) by collaborating with IT to conduct Softeon warehouse management system workshops.
- ✓ **Met compressed deadlines for peak seasons**, optimizing warehouse management system by adding voice and video technology to streamline order picking.

National Account Manager

2005–2011

Managed supply distribution program for 5 national accounts, acting as liaison between retail stores and internal account client service teams. Assisted senior national account manager with order fulfillment process improvements.

- ✓ **Improved inventory control by collaborating with client** (Coach) to convert product-label protocol from numeric to alphanumeric and eliminating mispicks.
- ✓ **Strengthened knowledge base and created promotion opportunities for customer service representatives** by conducting one-on-one training on best industry practices and processes.

EDUCATION

B.A., Business Administration and Management — Bradley University, Peoria, IL