

TOM SMITH

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CAREER OVERVIEW

Data-driven Supply Chain leader with strong demand planning and S&OP expertise, delivering efficiency gains, cost improvements, and service excellence through collaborative execution.

CORE COMPETENCIES

Demand Planning | S&OP Process | Logility | Kinaxis | Inventory Management | SAP APO DP | Tableau | Power BI | Process Improvement | Data Analysis | Statistical Modeling | New Product Introduction | Excess Inventory Reduction | Change Management | Advanced System Implementations/Improvements

PROFESSIONAL EXPERIENCE

COMPANY ABC, Boston, MA

Sr. Global Demand Planning Manager

2020-Present

Built and led a global demand planning team and process for a \$1B chemical manufacturer, enabling an unconstrained forecast for the operating plan across multiple business units. Collaborated closely with commercial and finance partners to support annual and multi-year planning cycles.

- ▶ Optimized Kinaxis forecasting systems and demand planning practices, improving forecast accuracy by 20%.
- ▶ Reduced working capital by \$5.4M.

COMPANY RST, Providence, RI

Demand Planner

2015 – 2020

Reporting to the Manager of Demand Planning, accountable for forecasting \$200M in consumer electronics sales across major retail and e-commerce channels. Partnered closely with marketing, sales, and product teams to execute promotional plans and demand initiatives. Served as a super user for SAP APO.

- ▶ Increased sales by \$2.6M through in-stock improvements at Retail.
- ▶ Improved forecast accuracy by 15% in the first year.
- ▶ Maintained a rolling 12 month forecast error below 5% in last two years of role.

Forecast Analyst

2010 – 2015

Created and monitored monthly forecast and led the monthly demand consensus process. Worked closely with Marketing, Sales, Supply Chain and Finance daily.

- ▶ Reduced forecast error from 25% to 16%.
- ▶ Reduced inventory by \$2.5M.

COMPANY XYZ, Cambridge, MA

Supply Chain Analyst

2001 – 2009

Reported to the Manager of Supply Planning, partnering with overseas suppliers to plan and manage product flow into distribution warehouses. Conducted weekly inventory reviews using SAP consumption data and historical forecasting to maintain targeted inventory levels.

- ▶ Increased customer satisfaction rate from 89% to 94%.
- ▶ Maintained 93% in-stock rate.
- ▶ Increased North American inventory turns from 2.6 to 5.

Demand Planning Intern

2000 – 2001

Reported to the Manager of Demand Planning. Forecasted 100+ SKUs for products sold through e-commerce channels, leveraging data from SAP R/3, BW, and APO. Supported consulting partners by translating sales history, forecast performance, and master data into actionable insights.

- ▶ Improved YTD forecast accuracy by 5%.
- ▶ Part of team that was responsible for reducing inventory by \$4M.

EDUCATION AND PROFESSIONAL DEVELOPMENT

CPF (Certified Professional Forecaster), Institute of Business Forecasting – 2009

SUPPLY CHAIN MANAGEMENT CERTIFICATE, Northeastern University – 2000

MBA, Northeastern University – 1999

B.S., Business, University of Massachusetts – 1997

SYSTEM EXPERIENCE

Proficient in Kinaxis, Logility, SAP R/3, APO, BW, & Excel