

SERGIO RESTREPO

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SENIOR QUALITY AND OPERATIONS MANAGER WITH FOCUS IN CUSTOMER SUPPORT

Successful at leading teams from various areas across an international supply chain. Technically skilled at managing resources, time frames and multiple priorities. History of creating strategic partnerships to achieve aggressive goals. Adept at working with teams in order to drive key performance indicators to goal while increasing process and product compliance, quality and efficiency. Fluent in Spanish and English.

PROFESSIONAL EXPERIENCE

NS BRANDS LTD (NATURESWEET) **2016 – 2019**
Market Quality Manager. San Antonio, TX 2016 – 2019

- Managed all quality inspections and product reconditioning prior to product dispatch to customers, while ensuring product availability, increasing customer delivery and quality satisfaction. **RESULT:** Scaled down product dumped at all US distribution centers by 54% (Q4 2018 vs. Q1 2019).
- Guaranteed customer quality issues with complete information, analysis, and investigation were reported. Action plans were requested and followed up across the supply chain. **RESULT:** Lowered cost of no quality indicator under 0.4% of yearly sales in 2018. Provided improvement with consumer complaint indicator to lower than 2.20 complained units per million units sold.
- Investigated all cases reported with affected locations and provided correct information to customer. **RESULT:** Helped company save \$125,000 in 2017 when customer requested payment due to internal rejections over 1-week period in multiple distribution centers due to poor quality of product.

TARGET CORPORATION **2014 – 2016**
Operations Manager – Engineering & Facilities. Newton, NC 2016 – 2016
Executive Team Leader – Assets Protection. Sunrise, FL 2014 – 2016

- Diagnosed revenue losses. **RESULT:** Prevented further losses by investigating and closing over 18 internal cases that generated losses against the store and the company.
- Actively promoted and engaged in a shortage reduction program with store AP team, store leaders and team members. **RESULT:** Slashed yearly inventory and shortage results in for 2016 by 9.24% or \$95,000.

SUPPLA – SMART LOGISTICS **2012 – 2014**
Regional Sales Account Manager. Medellin, Colombia 2012 – 2014

- Created, designed and implemented the National Fashion Logistics campaign for the fashion industry in Colombia in collaboration with our international partner, Hellman Worldwide Logistics – Fashion Logistics Department and its global director. **RESULT:** Successfully closed contract negotiations with a fashion direct selling company that resulted in monthly sales of over US\$250,000.

CHIQUITA BRANDS INTERNATIONAL	1999 – 2012
North America Sr Quality Manager. Cincinnati, OH	2008 – 2012
Cost of Quality Sr Analyst. Cincinnati, OH	2005 – 2008
Lead Quality Auditor, Midwest Region of US	2001 – 2005
Quality Superintendent, Banana plantation zone in Urabá, Colombia	1999 – 2001

- Guaranteed customer quality issues with complete information, analysis, and investigation were reported. Action plans were requested and followed up across the supply chain. **RESULT:** Lowered cost of no quality indicator under 0.5% of yearly sales from 2005 to 2011. Improved customer satisfaction rate above 95% for 2010 and 2011.
- Provided detailed feedback to sourcing divisions from all quality inspections at customers' facilities, while increasing customer quality satisfaction. **RESULT:** Improved yearly KPI known as "Boxes in Target" or evaluation of fruit compared to company's specifications results from 67% for 2009, to 74% for 2010, 80% for 2011, and above 85% for year 2012.
- Successfully implemented a quality inspection program at US ports from 2010 to 2011. **RESULT:** Helped achieved renovation of contracts with key customers for over \$100MM/year.
- Created and executed an international grower-customer relationship program. **RESULT:** Allowed and guaranteed the purchase of incremental volume at reduced rates from 2010 to 2012 from key sourcing countries in central america (Ecuador, Costa Rica, Nicaragua, Honduras, Guatemala & Mexico).
- Negotiated pricing and fees, while ensuring the continuation and enhancements of services. **RESULT:** Slashed costs in overhead and services by over 20% in closed contract negotiations with 3rd party quality services providers for year 2011.

COMMUNITY INVOLVEMENT

- Save the Beach – United Way Broward County. Ft Lauderdale, FL 2015
- Heaven for Hope – San Antonio, TX 2017
- San Antonio Food Bank – San Antonio, TX 2017
- Susan G. Komen – Race for the Cure – San Antonio, TX 2018

EDUCATION

PRODUCTION ENGINEER DEGREE, EAFIT University, Medellin, Colombia

Thesis: Methodology for the negotiation and acquisition of international technology in some of the companies for the metal working sector in the city of Medellin.

LEAN SIX SIGMA WHITE BELT CERTIFICATION, Breakthrough Performance Group

TECHNOLOGY TOOLS Microsoft Office 365 (Word, Excel, PowerPoint, OneNote, OneDrive, Outlook, SharePoint, Skype for Business, Teams); Analytical (Power Bi, Tableau); CRM (Sales Force); ERP (Oracle JD Edwards, Workday, Microsoft Dynamics GP); Operating Systems and web applications in general