Curriculum Vitae



PERSONAL INFORMATION

Name & Surname: Cristian Tomás Heusser

Date of Birth: 27-09-1976 – Argentina.

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SUMMARY

I am a highly compromised professional in Supply Chain with wide experience developed over different markets, countries and multinational companies:
Areas of expertise:

- Demand and Supply Planning (S&OP)
- Foreign trade & Trade Compliance
- Order Management
- Warehouse and Distribution
- International Logistics
- Indirect Purchases

SKILLS

- Proactive / Agile mindset
- Ability to work in a dinamic ambient (Vucca)
- Ability to connect with different stakeholders
- Excellent leadership, Teamwork & Communication
- Creative, Strategic and Visionary Thinking
- End to End visión
- Understanding of Finantial and Business administration and market dynamics (P&L, COGs)

STUDIES

- University Degree: Bachelor in **Foreign trade** - Bank Boston Foundation – Buenos Aires - May 1998
- University Degree: Graduated in **Foreign Trade** - Marina Mercante University – Buenos Aires - March 1999
- University Diploma: **Enterprise Business Management -** I.E.E.C. Austral University – Buenos Aires - December 1999
- University Post-Degree Diploma: **Marketing** - U.C.A. Business School – Buenos Aires - December 2002
- University Post-Degree Diploma: **Master of Business Administration** - **MBA -** U.C.A. Business School – July 2006

CERTIFICATIONS

Austral University – IEEC - APICS
- Integrated Logistics

Ford Argentina S.C.A
- Oratory and English effective presentations (2002)
- 6Sigma GreenBelt (2003)
- Negotiation (2005)
- Coaching (2005)

U.C.A.
- Negotiation (2002)

IDEA
- Emotional leadership (2007)
- Effective teamwork (2007)

ENFASIS
- Living Supply Chain with John Gattorna (2009)

Cummins Argentina
- TLC "Through the lens of the Customer" (2011)

Baxter Healthcare
- Situational leadership II. Ken Blanchard - Argentina (2011)
- 5 Business Drivers (Finantial). What the CEO wants you to know. Acumen Learning (2011)
- Managing conflicts (2012)
- Situational leadership II. Ken Blanchard - Chile (2013)

Abbvie S.A.
- SAP – GTS (Global Trade Compliance) (2014)

Roche Diagnostics Argentina
- Supply Chain Diploma Mannheim Germany (2016)
- RLDP (Roche Leadership Development Program) – "Feedback, Coaching & Development" (2016)
- RLDP (Roche Leadership Development Program) – "Conflict resolution" (2017)
- RLDP (Roche Leadership Development Program) – "Leader Rol" (2018)

Roche Diagnostics Mexico
- Leadership - 1A (2019)
- Leadership Circle Profile 2022 - Barcelona

LANGUAGES

- English - Fluid Level.
- Spanish – Native Level.

Roche Diagnostics Mexico

Finance and Supply Chain Department
Supply Chain Operations and Logistics Head – Diagnostics (Sept 2018 – Actual)
EMEA – LATAM Supply Chain Core Team member
LATAM Supply Chain Chapter Enabler
Team members: 14 HC + 1 Third Party Logistics (3PL)

Responsibilities

- Lead the Supply Chain Department
  - Demand and Supply Planning & S&OP (Including tenders)
  - Foreign trade & Trade Compliance (Local Export Compliance Officer)
  - Order Management
  - Warehouse 3PL (third party logistic) and Local Distribution
  - International Logistics
  - Indirect Purchases
- Lead the Supply Chain improvement process in the LATAM Working group
- S&OP Implementation across LATAM
- Supply Chain Dashboards creation in order to detect opportunities of improvement and daily target deviations
- Analysis and hiring of Customs Brokers & Freight Forwarders
- Key contact with MOH (Ministry of Health) and Customs
- Distribution Costs target over sales: 2.9%
- Write off target over sales: 0.6%
- Inventory target over sales: 18.5%
- Business size: u$s 220 millions (11.000 SKUs)
- Steering committee member
- Multiple Flex team (Local and Global) - active participant
- EMEA / LATAM Supply Chain Core team member and Supply Chain Latam representative.
- EMEA LATAM Talents development program Squad leader
- EMEA LATAM Supply Chain Diploma project Squad leader

Roche Diagnostics Argentina

Finance and Supply Chain Department
Supply Chain Operations and Logistics Manager – Diagnostics (February 2016 - September 2018)
Team members: 25HC

Responsibilities

- Lead the Supply Chain Department
  - Demand and Supply Planning & S&OP
  - Foreign trade & Trade Compliance (LECO)
  - Order Management
  - Warehouse (constructed by Roche) and Local Distribution
  - International Logistics
  - Indirect Purchases
- Supply Chain Dashboards creation in order to detect opportunities of improvement and daily target deviations
- S&OP implementation across Latam
- Analysis and hiring of Customs Brokers & Freight Forwarders
- Key contact with MOH (Ministry of Health) and Customs
- Project leader WPDA – Construction of Roche's Warehouse (5334 m2) – Project Budget u$s 10.5 millons
- Distribution Costs target over sales: 2.5%
- Write off target over sales: 0.8%
- Inventory target over sales: 10%
- Business size: u$s 90 millions (10.000 SKUs)

Abbvie Pharmaceutical

Global Trade Compliance Department
Global Trade Compliance Manager LATAM – Argentina, Chile and Uruguay - (June 2014 – February 2016)
Team members: 2 HC

Responsibilities

- Lead the logistics and Foreign Trade Compliance Operations in Argentina, Chile and Uruguay (100 sku)
- Improve International logistics and Customs operations in order to achieve operational savings
- KPIs Development (dashboard) in order to track and report the operation
- Leader of RFP Broker's and Forwarders process on LATAM operations.
- Develop a strong contact with Gov agencies like Secretary of Commerce, DNRPA, AFIP and Customs
- Evaluate 3PL Warehouse & Customs Warehouse to support the operation.
- Implement SAP GTS / COE – Due Dilligence – SLA – POA – KPI en Argentina, Chile & Uruguay.
- Support the demand and supply process to avoid operation disruptions

Baxter Healthcare

Supply Chain Department LATAM
Demand & Supply Planning Regional Head LATAM (North and South) - (July 2013 – June 2014)
Team members: 5 HC

Responsibilities

- Lead the Sales & Operation Planning & Inventory in Argentina, Chile, Venezuela, Panama, Puerto Rico, Belize, Guatemala, Salvador, Honduras, Costa Rica, Nicaragua and the Caribbean countries.
- Demantra and Cognos Implementation for Demand planning in the LATAM region
- S&OP process development aligning financial and commercial objectives (forecasting) using indicators like Forecast variation (Forecast Accuracy-BIAS) and LIFR (Line in Fill Rate)
- Achieve optimal inventory levels to support the sales & marketing plan and implement proactive actions to keep inventories at optimum levels.
- KPIs (Dashboard) Development and reports to the Corporate
- International & Local purchase for the productive process
- Lead import and export operations of finished goods and spare parts between LATAM countries.

Baxter Healthcare

Supply Chain Department LATAM
Demand & Supply Planning Regional Supervisor LATAM (South) - (July 2011 – July 2013)
Team members: 3 HC

Responsibilities

- Lead the Sales & Operation Planning in Argentina, Chile, Ecuador & Peru
- Demantra and Cognos Implementation for Demand planning in the LATAM South Region
- Development of S&OP process aligning financial and commercial objectives (forecasting) using indicators like Forecast variation (Forecast Accuracy) and LIFR (Line in Fill Rate)
- Achieve optimal inventory levels to support the sales & marketing plan and implement actions to keep inventories at optimum levels.
- KPIs (Dashboard) Development and reports to the Corporate
- International & Local purchase for the productive process
- Lead import and export operations of finished goods and spare parts (inbound and outbound) between LATAM countries

Cummins Argentina S.A.

Foreign trade and Logistics department
Logistics, Import and Export supervisor - (May 2008 – July 2011)
Team members: 5 HC

Responsibilities

- Lead Foreign Trade operations (Import and Export) in Argentina, Bolivia and Uruguay (Parts, Filters and Engines)
- Analysis and hire of Customs Brokers, Forwarders & Shipping Agencies & Contact with Governmental entities

Sucesores de Alfredo Williner S.A. (Ilolay)

Foreign trade and Logistics department
Logistics and Export supervisor - (June 2006 – May 2008)
Team members: 7 HC

Responsibilities.

- Reengineering of process and structures
- Lead the export process of Dairy commodities to more than 15 countries (Production, Customs, Logistics. - Internal / External Trade and Finance)
- Analysis and procurement of Customs Brokers, Forwarders and Shipping Agencies, Direct contact with Ministry of Industry, ONCCA and Customs
- Control Export Refunds and Payments related to Export process

Ford Argentina S.C.A.

Import & Export Logistics - P&A, Production, Vehicles
Foreign trade coordinator (SOX Audits, Foreign trade Doc.& RAF Systems) - (January 2003 – June 2006)
Team members: 8 HC

Responsibilities

- Imports & Export Coordination
- Redefinition of profiles and processes
- Consensus System Development and Documentation Module for Customs in Factory (RAF)
- Logistics Process Improvements
- Development of Key Performance Indicators / QOS for Management
- 6Sigma Greenbelt Project leader for Traffic and Customs Area/ Material Planning & Logistics
- Contact with Customs Brokers, Freight Forwarders and Carriers
- SOX Audit - Sarbanes Oxley

Land Rover, Volvo, Jaguar (Ford Motor Co Group)

Sales Planning & Vehicle Distribution department
Demand Planning and Logistics specialist – GSR 6. (General Salary Roll) - (March 2001 – January 2003)

Responsibilities

- Wholesale and Retail Sales Planning coordination / Inventory monitor.
- Logistics Import operations.
- Local logistic distribution to dealers.

Ford Argentina S.C.A.

Sales Planning, Customs & Vehicle Distribution department
Analyst – (Trainee) - (March 1997 – March 2001)

Responsibilities

- Wholesale and Retail Sales Planning coordination
- Logistics (inbound & outbound) process Development
- Local Distribution to dealers (logistics operations)