

## OPHÉLIA GLASS

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LinkedIn profile for references

French, 42 years old  
Married, 1 child



## Expert in purchasing / supply chain / customer service

### PROFILE

- HIGHLIGHTS**
- **18-years-experience in purchasing, supply chain, customer service and IT in 5 different companies**
  - Core skills in **project management** through different fields of activity and various organisation changes
  - Capability to work in **international** environments, keeping flexibility despite high constraints
  - Dynamic, structured and analytic, results-oriented, initiative-taker

### SOFT SKILLS AND CORE COMPETENCIES

- MANAGEMENT**
- **Direct** and **indirect** (international network coordination of transversal teams) management
  - Organisation, capacity to prioritise and to federate, personal-development style of management
  - Recognised by peers and management as **team-player** bringing **energy** to the organisation
- PROJECT MGT**
- **Several change management projects:** re-organizations, new implementations (strategy, risk analysis, budget & planning, communication campaigns, deployment, feedback and continuous improvements)
- PURCHASING**
- Strategy, bids for tenders, negotiation, contracts, worldwide implementation, monitoring
  - **Indirect** (open markets) and **direct** (narrow markets) purchasing, development of sustainable supplies
  - E-purchasing, e-procurement and e-payment, suppliers' **performance** management
- SUPPLY CHAIN**
- **Sales forecasts** monitoring, calculation of **production volumes, capacity** constraints, **investments** (machines/m2)
  - **Inventory** governance and **risk** management
  - Good knowledge of the **production processes** (nomenclatures, scheduling and monitoring)
- LANGUAGES**
- **FRENCH** : native, **ENGLISH** : fluent, **SPANISH** : professional knowledge, **RUSSIAN** : professional knowledge
- IT**
- Advanced use of **Microsoft Office package**, e-purchasing (mfg.com), e-proc (CC Hub Woo), Sharepoint

### WORK EXPERIENCE AND MAIN ACHIEVEMENTS

- 2 years – Paris**     [\*\*SAFRAN AIRCRAFT ENGINES \(Safran group\) – Aviation, space and defence\*\*](#)
- Sept17 – July 19     **Rotating parts Purchasing Dept – Senior buyer (50M€) – Working environment : USA/ASIA/EUROPE**  
*Portfolio: Raw material, steel and aluminium (DIRECT purchasing)*
- Aluminium : purchasing strategy, market/expenditures analysis, suppliers' cost structure / load capacity / investment, RFI/RFP, definition of targeted panel of suppliers
  - Steel : RFQs and cost reductions leading to 14M€ savings, prices projection on long term
  - Transversal mgt : industrialisation pilot, Qty mgr, supply perf mgr, material engineer, supply chain mgr + 1 trainee
- 1 year–Moscow**     [\*\*LEROY MERLIN \(Adeo group\) – DIY distributor\*\*](#)
- July 16 – July 17     **Organisation and IT Dept – Project Manager – Working environment : RUSSIA**
- Development of a KPI monitoring system checking data flows between 15 IT Apps
  - Management of data integrity/accuracy to reach stakeholders' SLA commitments
- 1.5 year – Copenhagen**     [\*\*COLOPLAST – Medical devices\*\*](#)
- Dec 13 – July 15     **Sales and Operations Planning Dept – Planning Manager – Working environment : DENMARK/HUNGARY**
- Securing balanced supply chain (production/inventory/service rate) from suppliers to stocking points
  - Ensuring and monitoring reliable sales forecasts (mix of consistent and highly fluctuating categories)
  - Optimizing supply / demand → Long term : aligning capacity requirements with growth plans (machine investments / phasing out), Mid-term : determining production outputs for 5 value streams
  - Inventory process owner (130M€), governing target settings, monitoring, continuous improvement, KPIs
  - Conducting risk management through 3 production sites, ensuring mitigation and escalation
- 6 months–Paris**     [\*\*SAFRAN AIRCRAFT ENGINES \(Safran group\) – Aviation, space and defence\*\*](#)
- Feb 13 – July 13     **Turbines Airfoils Purchasing Dept – Senior buyer (50MUS\$) –Working environment : USA**  
*Portfolio: Low and high pressure turbines blades and vanes (DIRECT purchasing)*
- Management of 1 key supplier (PCC Airfoils USA - foundry) on a duopolistic market (Delay/Quality/Cost)
  - Introduction of 2 new parts (1MUS\$ savings), renegotiation of the tools (average 5% discount)
  - Negotiation of industrialisation costs for 3 new programs with average saving of 1%
  - Implementation of reporting for tools, portfolio management and orders' follow-up (95% on-time delivery)

7 years – Paris

**SAFRAN HOLDING (Safran group) – Aviation, space and defence**

Nov10 – 2 years

**Shared Service Centre – Purchasing Strategic Manager (76M€) –Working environment : WORLDWIDE**

**Portfolio:** Stationary, IT, furniture, electricity/electronics/pneumatics/hydraulics, hand tools, chemical products, test and measurement equipment/service, safety equipment, sub-contracting of C class expenses (INDIRECT purchasing)

- Team management of 3 Corporate buyers + 2 trainees and Indirect management of 10 area buyers
- -2.5% savings despite rising market, rationalisation of suppliers' panel (>4000 to <3000), 3 purchasing policies
- Project management (test & measurement) : common specs and unique supplier across subsidiaries (1 year)
- Participation to the implementation of a new e-business IT system (b-pack)
- Change management with local purchasers (daily communication, quarterly meetings, newsletters)
- Increase of internal stakeholders satisfaction, development of the sustainable purchasing

Jan 08 – 3 years

**Corporate Indirect Purchasing Business Unit – Corporate Buyer (30M€) –Working environment : WORLDWIDE**

**Portfolio:** Office supplies, furniture, electricity/electronics/pneumatics/hydraulics, tools, safety (INDIRECT purchasing)

- Savings = -5% : value chain, cost structure modelling, standardization of products and services, suppliers audit
- Improvement of suppliers mgt (from sourcing to monitoring), decision making process involving local sites
- 100% of the global suppliers under contracts
- Change management to e-procurement (purchasing team & internal customers)

Jan 06 – 2 years

**Corporate Indirect Purchasing Division – Support team –Working environment : WORLDWIDE**

- Purchasing coordination of 180 foreign affiliates (starting from scratch)
- Consumption analysis (20% of costs done by affiliates); definition of the priority areas and portfolios
- Interface between local team and Corporate buyers to bid, select and implement the suppliers
- Suppliers' performance mgt project (6 months), tool box for harmonised processes across the entire dept
- Support of Corporate buyers (**Portfolio:** express carriers, travels, IT, car rental, phones (INDIRECT purchasing))

5.5 years – Paris

**SAGEM COM (Sagem Group) – Communication devices**

June03-2.5years

**Customer Service Dept – European Service Manager (10M€) –Working environment : EUROPE**

- Transversal management of 9 people in Europe, P&L management
- Harmonization of service across Europe, best service/cost ratio
- Keeping costs at the same level while growing business (service adapted to each range of products, reinforcing the competencies of the helpdesk, challenging the sub-contracted repair centres)
- Marketing of the European service offer in the spirit of "think global, act local" (blisters, web sites...)
- Customer survey to measure the satisfaction rate → increase of the sales thanks to an improved service

Mar02–1.5 year

**Customer Service Dept – Key Account Manager (3M€) –Working environment : EUROPE**

- Direct management of 1 person
- Service management for key accounts across Europe, harmonisation Sagem/Philips service policies
- Selection as Xerox' supplier thanks to customised service offer (supply chain, call centres, reporting...)
- Drafting of the warranty conditions for 12 European countries in collaboration with lawyers
- Manufacturing transfer of fax consumables between 2 Chinese suppliers → interface between R&D / purchasing, project management (design, ramp up, quality...)

Nov00 –1.5 year

**Customer Service Dept – Area Manager (3M€) –Working environment : UK/SWITZERLAND**

- Service management for Swisscom, British Telecom and English distributors
- Increase of maintenance and consumables turnovers of 10% yearly
- Selection of new UK suppliers to enlarge the service range
- 3 products introduction with associated service implemented in 1 year
- Implementation of SAP → interface with IT dept for customer service dept's needs

20 months-

Europe

1995-2000

**WORK EXPERIENCES DURING STUDIES**

**ABB** (sales rep), **EDF** (marketing), **Manpower** (HR), **Xerox** (sales rep), **Coca-Cola** (sales rep), **Castrol marine (British Petroleum)**–UK (strategic marketing), forwarding agent–**FRANCE/ISRAEL** (implementation abroad), **Alten**–**BELGIUM** (communication)...

**EDUCATION AND QUALIFICATION**

PROFESSIONAL

2012: **TEAMMANAGEMENT** - Best practices to succeed in management  
2007: E.I.P.M. – **CERTIFIED ADVANCED PURCHASING COURSES FOR NEWCOMERS** - Entire purchasing process  
2001: **MANAGEMENT** - Project mgt, leading meetings, team management, communication with unions

ACADEMIC

1999: **EUROPEAN MASTER OF BUSINESS SCIENCES** (Reading Univ, **UK**) – European Economic Integration – **"With Merit"**  
1996-2000: **EM NORMANDIE (BUSINESS SCHOOL)** – **LAST YEAR SPECIALISATION « HEC ENTREPRENEURSHIP » (EQUIVALENTMBA)**

**HOBBIES**

Backpacker discovery travels, scuba diving