

FERNAN ZOTOMAYOR

Supply Chain & Logistics Operations Professional

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PROFESSIONAL SUMMARY

Results-driven Supply Chain and Logistics Operations professional with 9+ years of experience spanning freight brokerage, international procurement, inventory management, vendor coordination, and operations supervision. Proven track record across BPO and outsourced environments supporting US, AU, and Canadian clients. Adept at managing full procurement cycles — from PO creation and supplier negotiation through customs documentation, 3PL coordination, and inventory reconciliation. Proficient in five ERP platforms and advanced Microsoft Excel. Known for operating autonomously, maintaining high accuracy, and delivering consistent results across complex, multi-stakeholder supply chain environments.

CORE COMPETENCIES

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| Core Skills | Supply Chain Operations • Freight Brokerage & Track & Trace • International Procurement • Inventory Management & Forecasting Support • Multi-Continental Supplier Management • Inter-Company Stock Transfers • AP / AR / GL Postings • 3PL Coordination & Negotiation • Customs Documentation • Branch Order Fulfillment • Team Supervision • Dispute & Returns Management • Management Reporting & Data Analysis • Vendor Contract Compliance |
| Systems & Tools | SAP • Oracle NetSuite • Microsoft Dynamics (Navision) • Pronto XI • McLeod TMS • Trucker Tools • Jira • Net CRM • Microsoft Excel (Advanced: Pivot Tables, VLOOKUP, Formulas, Data Visualization) |

PROFESSIONAL EXPERIENCE

Operations VA – Track & Trace

Nov 2025 – Present

US Logistics Brokerage Client (via Staffing Agency)

Providing remote operations support for a US-based logistics brokerage, managing real-time freight visibility and carrier coordination using McLeod TMS and Trucker Tools.

- Monitor 20–50 active loads daily using McLeod TMS and Trucker Tools, maintaining consistent shipment visibility across all assigned loads.
- Proactively communicate with carriers and drivers to obtain accurate status updates and ETA confirmations.
- Update load statuses and ETAs in McLeod TMS in real time to support on-time delivery performance and client satisfaction.
- Escalate shipment exceptions and service failures promptly to internal teams, minimizing delivery disruptions.
- Maintained reliable load monitoring performance over 6+ months, sustaining client trust and operational continuity.

Site Supervisor

May 2025 – Nov 2025

Manpower Outsourcing Services, Inc. (MOSI) — deployed to Chevron Holdings & Philippines Inc.

Oversaw day-to-day operations of 30+ outsourced contractors across 5 specialized teams deployed at Chevron, operating with a high degree of autonomy to ensure compliance, performance, and effective resource management. System: SAP.

- Supervised performance, attendance, and staffing of 30+ MOSI contractors organized across 5 specialized teams.
- Managed full contractor onboarding process — encoding personnel information into Chevron's system, requisitioning necessary equipment, and conducting MOSI orientation.

- Served as the primary liaison between MOSI agency and Chevron client, managing day-to-day concerns, performance issues, and training needs of contractors and team leads.
- Processed manpower recruitment requests and coordinated with agency manager on staffing requirements.
- Operated autonomously with minimal supervision, proactively identifying and resolving operational issues before escalation was needed.
- Ensured strict adherence to Chevron's compliance standards and MOSI disciplinary protocols across all teams.

Logistics Coordinator

Feb 2024 – Apr 2025

Sourcefit (client: Select Wines, Canada)

Managed end-to-end procurement and logistics operations for Select Wines, a Canadian wine importer, independently coordinating with 10–20 international suppliers across Europe and South America. Prepared weekly management reports and maintained full inventory control. System: Microsoft Dynamics (Navision).

- Prepared and delivered weekly PO status reports to the director covering ETAs, issues encountered, and current stock levels.
- Managed full PO lifecycle — received order instructions from director, created POs in Navision, issued them to suppliers, reviewed proforma invoices, and confirmed SOs upon agreement of pricing, MOQ, and lead times.
- Negotiated directly with 10–20 international suppliers across Europe (France, Italy, Spain) and South America (Chile, Argentina) on pricing, MOQ, and lead times, reporting outcomes and revisions to director.
- Coordinated with 3PL providers on incoming FCL (40ft container) shipments, providing full customs clearance documentation, packing lists, and commercial invoices to ensure smooth port clearance.
- Negotiated accessorial charges and coordinated logistics requirements directly with 3PL partners.
- Received shipments in Navision by performing three-way reconciliation across packing lists, supplier SOs, and system quantities.
- Maintained and updated inventory forecasting templates, tracking forecasted vs. actual stock levels to support demand planning.
- Processed inter-provincial transfer orders, reviewing system pricing to ensure commercial viability for requesting branches before approving transfers.
- Managed product and vendor master data in Navision — including item creation, pricing updates, MOQ, and lead time maintenance.
- Achieved approximately 80–90% on-time shipment rate through proactive supplier follow-up and 3PL coordination.

Supply Chain Coordinator

Dec 2021 – Jan 2024

MicroSourcing Philippines Inc. (client: Total Tools, Australia)

Held dedicated ownership of the Taiwan container stream, managing the full inbound supply chain cycle for Total Tools Australia — from daily container tracking through port clearance, inter-company stock transfer processing, nationwide branch invoicing, and post-delivery dispute resolution. Serviced 100+ Total Tools branches across Australia. Systems: Pronto XI (ERP), Jira, Microsoft Excel.

- Maintained daily updates to the shared container tracking file for all assigned Taiwan batches, ensuring real-time visibility of inbound shipments through the 3PL tracking portal.
- Upon Australian port clearance, processed inter-company stock transfers by creating POs and SOs in Pronto XI and generating invoices to formally receive inventory into the system.
- Executed AP, AR, and General Ledger postings to ensure accurate financial recording of all inter-company inventory transfers.
- Proactively identified order discrepancies and data issues before processing to prevent downstream errors in branch fulfillment.
- Batched all orders under each container and issued invoices to 100+ nationwide Australian branches, coordinating 3PL delivery within 3–5 days.
- Managed supplier data and monitored lead times to ensure proactive and accurate delivery plan communication to branches.
- Independently resolved the majority of post-delivery branch concerns via Jira — including short orders, back orders, POD requests, and invoice corrections — escalating only credit adjustments to supervisor.

- Maintained high posting accuracy across 2+ years of weekly PO, SO, and GL processing with minimal supervisor corrections.

International Supply Chain Coordinator **iSupport Worldwide (client: True Brands, USA)**

Sep 2020 – Sep 2021

Coordinated China-to-US cross-border supply chain operations for True Brands, managing supplier negotiations, shipment tracking, and system data maintenance in Oracle NetSuite. System: Oracle NetSuite, Google Sheets.

- Received PO requests from internal forecasting team and issued them to China-based suppliers, managing the full pre-shipment cycle including proforma invoice review and SO confirmation.
- Negotiated directly with China-based suppliers on pricing, MOQ, and lead times to reduce procurement costs and improve delivery timelines.
- Coordinated shipment documentation with 3PL — providing packing lists and commercial invoices to facilitate smooth US port clearance.
- Tracked production schedules and shipment progress, updating ETAs in Oracle NetSuite and Google Sheets tracker for internal team visibility.
- Maintained vendor and item master data in Oracle NetSuite — including product creation, pricing updates, MOQ, and lead time records.
- Consolidated overseas shipments where possible to maximize container efficiency and reduce per-unit freight costs.

Business Analyst & Logistics Assistant **E-Way Business Inc.**

Mar 2019 – Sep 2020

Provided logistics coordination and business analysis support, building advanced Excel-based reports for director-level review and managing courier and AR reporting functions. System: Net CRM (in-house), Microsoft Excel (Advanced).

- Built and delivered advanced Excel reports with pivot tables, VLOOKUP, formulas, filters, and data visualizations for director-level business analysis — covering delivery performance, sales trends, and inventory analysis.
- Created complaint and return reports for product quality, courier service failures, and sales issues.
- Verified courier invoices and ensured billing rate accuracy against agreed courier rates.
- Prepared and sent AR aging and collection reports to the Accounts Receivable team.
- Audited warehouse invoices for invalid split orders to maintain billing accuracy.
- Coordinated POD requests with freight forwarders and distributed proof of delivery documents to AR team as required.

Supply Chain Analyst **Collabera Digital (client: Emerson Electric)**

Oct 2018 – Feb 2019

Engaged on a project-based contract to support Oracle contract configuration for Emerson Electric, a global Fortune 500 manufacturing company, ensuring accuracy of supplier contract data across supply chain systems. System: Oracle NetSuite.

- Configured supplier contracts directly in Oracle NetSuite and attached appropriate template rules for supply chain compliance.
- Performed data collection and validation on Emerson Electric's supplier contract data to ensure system accuracy.
- Identified and flagged data inconsistencies during validation to maintain integrity of supply chain records.
- Successfully completed project scope within contract period, delivering accurate and compliant supplier contract configurations.

Technical Support Representative **Alorica (client: T-Mobile USA)**

Jun 2017 – Aug 2018

Provided technical support for T-Mobile USA customers across handset, data device, and service inquiries.

- Delivered clear troubleshooting guidance for device and technical service issues across T-Mobile's product portfolio.
- Maintained expert knowledge of T-Mobile products, features, and services to provide accurate customer resolutions.

- Collaborated with management to identify recurring issues and implement improvements to enhance customer satisfaction.

Vendor Management Coordinator

Jun 2016 – Oct 2016

Ingram Micro Philippines BPO LLC

Managed vendor return processes, RMA requests, and debit memos, communicating directly with vendors to enforce compliance and inventory control. System: SAP.

- Communicated directly with vendors to process RMA approvals for defective and distressed inventory.
- Verified debit memo amounts against vendor contracts before processing to ensure billing accuracy and compliance.
- Followed up with vendors to secure timely approvals and responses on outstanding RMA and return requests.
- Processed stock balance product returns in SAP accurately and within required timelines.

EDUCATION

Bachelor of Science in Business Administration

2011 – 2016

Rizal Technological University

Major in Management | Activities: Junior Business Management Society