

HENRY E. HANSCH III, MBA/PMP

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CUSTOMER EXPERIENCE & ENGAGEMENT PROFESSIONAL

BUSINESS MANAGEMENT | PROJECT MANAGEMENT | DIGITAL MARKETING

Business Development - Relationship Management – Social Media - Public Relations – Sales – Strategic Planning
Quality Marketing Communications - Team Leadership – Training & Organizational Development

Dynamic Business Management and Customer Service Professional with an MBA and Master of Marketing, delivering outstanding returns through hands-on experience in communications (*traditional & non-traditional*), sales operations, manufacturing resource planning (MRP), supply chain strategy, training, organizational development and functional business analysis in both global & local organizations. Leverage broad business acumen and analytical skills to achieve strategic objectives and articulate a future vision. Known as a collaborative, integrative and critical thinker, masterful at making rapid assessments of business challenges and for developing and leading the resulting action plans. Proven professional of high integrity, passionately striving for innovative ways to drive revenue to new and exciting levels of performance. Exceptional ability to develop & maintain corporate relationships towards the attainment of strategic goals, resulting in bottom line profits and organizational excellence.

SUCSESSES & ACCOMPLISHMENTS

- Played central role on project team managing physical move to two new distribution centers **resulting in 34% cost savings in North American distribution center budget** & received the “Gold Star Award”. Led and directed all customer service/sales related matters pertaining to these moves, ensuring a smooth, trouble free transition for both our domestic & export distribution centers (**99.2% satisfaction by customers measured using SAP notification system**).
- **Utilize SAP (enterprise software)** as a superuser to improve order fulfillment, sales operations, manufacturing resource planning (MRP) and functional business analysis. **Manage and direct all customer service & sales support related issues for North American fragrance ingredients worldwide for both internal and external sales (\$150,000,000 annual sales/over 250 global customers).**
- Led North American phase of the project combining the fragrance ingredients customer service, planning, forecasting and sales support into one group creating a synergy to better support stakeholders. **Build and lead top performing teams of cross functional professionals**, ensuring a cohesive, cooperative approach which led to being selected to participate in the International Flavors and Fragrances People Leader Program, 2007.
- Ensure smooth flowing, two-way communication between customer service, sales, distribution centers, production plants and freight forwarders resulting in improved efficiency, synergy and a reduction in customer complaints (less than 2.7% annually). **Create dynamic, high energy culture of excellence that makes it possible to attract and retain high quality employees (0% turnover rate in 4 years).**
- Led development of online catalog for the North American fragrance ingredients, **resulting in a 22% reduction in order errors and 35% reduction in order entry time**. Spearhead major improvements to enhance customer satisfaction, including 24 hour ordering, improved return policy and streamlining the distribution center operations.
- **Built highly successful company from the ground up – began with only an idea.** Managed and directed all business operations. Spearheaded all business development initiatives, resulting in strong sales growth. Designed and rolled out creative advertising campaigns, leading to a steady stream of qualified prospects.

PROFESSIONAL EXPERIENCES

International Flavors and Fragrances2005 to 2011

Leading creator and manufacturer of flavors and fragrances with facilities in 30 countries worldwide.

Team Leader, Fragrance Ingredients Supply & Demand

Customer Service Coordinator/North American Global Material Requirements Planning Controller

Hansch Landscaping, Whippany, NJ.....1990-2001

Operations Manager

EDUCATION/PROFESSIONAL DEVELOPMENT/COMMUNITY SERVICE

Master of Business Administration 2003, **Master of Marketing** 2004, University of Newcastle, Newcastle, Australia

Bachelor of Science in Business Administration and Marketing 2000, Monmouth University, Long Branch, NJ

Mini – MBA Digital Marketing 2011, Rutgers University, NJ

Project Management Professional (PMP) 2011, Project Management Institute

Whippany Fire Department, Whippany, NJ, Volunteer Fire Fighter, Fire Commissioner - Chairman (*Publicly elected board position for 3 years*).

For more information, please visit my website: www.hansch.us or www.linkedin.com/in/henryhanschiii

