

# Henry E. Hansch III, MBA / PMP

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## HIGHLIGHTS of QUALIFICATIONS

- MBA and Master of Marketing degrees.
- Project Management Professional (PMP).
- Mini MBA of Digital Marketing
- High energy, entrepreneurial executive that assesses the situation and takes proactive action.
- Extensive international business experience; knowledgeable in subtle yet important cultural differences.
- Proven track record building successful company from start up.
- Consistently exceed all expectations for performance.
- Exceptional written and verbal communication skills; able to motivate others to deliver outstanding performance; get along well with all types of people; respectful of diversity.
- Superb negotiation skills.
- Results-focused leader skilled in building effective teams, prioritizing challenges and exceeding project goals.
- ENTP - Highly motivated, results oriented, energetic, passionate.

*Innovator who leverages a broad business perspective with keen market insight to spur revenue, profit and company growth both domestically and internationally. Offer truly outstanding performance and uncommon dedication. Seeking opportunity with potential for career growth and lifelong learning.*

## PROFESSIONAL EXPERIENCE

International Flavors and Fragrances

2005-2011

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

**Team Leader – Fragrance Ingredients Supply & Demand (Present)**

**Customer Service Coordinator (2005-2009)**

**North American Global Material Requirements Planning Controller (2008-2009)**

- 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.

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- Spearhead major improvements to enhance customer satisfaction, including 24 hour ordering, improved return policy and streamlining the distribution center operations.
- Frequently recognized for outstanding performance – received the International Flavors & Fragrance Chairman Award, 2006 & 2008.

Hansch Landscaping, Whippany, NJ

1990-2001

## Operations Manager

- Built this 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.
- Created comprehensive business plan describing opportunities and challenges and explaining precisely how we would meet our objectives.
- Trained and coached employees to reach beyond preconceived limits to deliver excellence.
- Personally oversaw all accounting, sales forecasting, budgeting, customer service, and payroll.
- Organized and scheduled employees for optimal efficiency.
- Built and maintained strong business relationships with clients, leading to trust, rapport, and a solid base of reliable business with 96% customer satisfaction rate.
- Expertly closed contracts by tactfully asking for the business at opportune moments.
- Positioned company for profitable take over in 2001 with over 125 weekly accounts.

## EDUCATION and ACHIEVEMENTS

University of Newcastle, Newcastle, Australia

**Master of Marketing**

2004

**Master of Business Administration**

2003

Received the prestigious “Highest Contribution by an International Student” scholarship (2003)

Elected Social Club Vice President (2003), President (2004).

Monmouth University, Long Branch, NJ

**Bachelor of Science in Business Administration and Marketing**

2000

Elected Senior Class President

Recognized as one of five students that “Did the most for MU” (2000).

Chosen as Distinguished Member of the MU Student Government Association (2000).

Elected to Monmouth University Alumni Association Board of Directors (2009-2012).

Project Management Institute

**Project Management Professional (PMP)**

2011

Rutgers University, NJ

**Mini MBA Digital Marketing**

2011

## COMMUNITY SERVICE & MEMBERSHIPS

Whippany Fire Department, Whippany, NJ

**Volunteer Fire Fighter**

1995-present

**Fire Commissioner - Chairman** (*Publicly elected board position for 3 years*).

2009-present

**Morris County Committee** (*Publicly elected position for 2 years*).

2010-present

**Project Management Institute** (*PMI member*)

**The American Society for Training & Development** (*ASTD Member*)

- References upon request & more information available on my website: [www.hansch.us](http://www.hansch.us) or [www.linkedin.com/in/henryhanschiii](http://www.linkedin.com/in/henryhanschiii) -