
CHRISTOPHER J. DENIHAN

Dublin, OH • 614.370.6187 • denny43016@gmail.com

Supply Chain Management | Client Success | Strategic Planning | Account Management

Accomplished Supply Chain and Procurement Leader with a proven track record in purchasing operations, supply chain strategy, process improvement, and project/program management within the Hospitality and Food Service industries. Recognized for building and empowering high-performance teams and aligning stakeholders to develop agile, technology-enabled supply chains. Extensive experience in distribution facility expansion and startup operations planning and execution. Decisive leader with a record of combining strategic and tactical planning with focused execution to optimize long-term gains in performance, revenue, and profitability.

- Skilled at directing resources, delegating workflow, managing project deliverables, administering budgets, and deploying solutions for clients with a focus on customer success.
- Expertly align with various organizational departments to achieve a consistent approach to purchasing / account management and lead process improvement and tactical planning efforts within dynamic organizations
- Knowledgeable in both sides of the supply chain, including client-facing and internal customers, leveraging strong business acumen to analyze, forecast, and deliver competitive successes
- Adept at employing a strategic approach to customer engagement, rooted in data analysis and operational effectiveness to exceed client expectations and drive efficiencies

AREAS OF EXPERTISE

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|-----------------------|---------------------------|------------------------------|-----------------------------|
| • Product Management | • Budgeting & Forecasting | • Procurement Strategy | • Training & Development |
| • Project Development | • Cross-Functional Teams | • Inventory Management | • Freight & Logistics |
| • Process Improvement | • Client Relationships | • Planning / Quality Control | • Data Analysis / Reporting |
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PROFESSIONAL EXPERIENCE

The SYGMA Network | Dublin, OH

1998 – 2012 & 2014 - 2022

Senior Manager, Corporate Account Management (2017 – 2022)

Promoted to oversee a group of 10 account managers across nine businesses and engage with customers to build / maintain relationships, leveraging policies and procedures to exceed customer expectations and contract compliance.

- Provided proactive supply chain resolutions for customers and internal inventory groups to minimize impact and establish best practices
- Collaborated with sales and coordinated meetings to review performance and identify strategic opportunities for improvement / growth and partnered with the Food Safety team to mitigate QA oversight
- Managed the integration of new business startups as well as the off boarding of business, working closely with Account Management and Purchasing groups to facilitate successful business transitions

Senior Corporate Account Manager (2015 – 2017)

Quickly promoted to lead a team of four, serving as the primary contact for a key account and strategic liaison between the client and various internal departments.

- Lead decision maker in client relationship, managing customer pricing, contracting, inventory, customer escalations, and best practice operational efficiencies
- Coached, trained, and evaluated corporate account associates to meet performance expectations and delivered client communications at staff meetings to continuously improve customer satisfaction
- Analyzed sales data and partnered with the Sales and Inventory Control teams to ensure contract compliance and proactive issue resolution

Assistant Corporate Account Manager (2014 – 2015)

Coordinated execution between the purchasing department and distribution centers, supporting the corporate account manager in client communication, contracted supplier pricing, and promotion / new product facilitation.

- Oversaw \$5M buying load for Texas Roadhouse chain and consolidated five distribution centers to serve as main point of contact and delivered a 90% reduction in freight expense
- Provided reporting to enable informed purchasing decisions, improve account insights, and optimize service and operational efficiencies

Senior Purchasing & Inventory Manager (2006 – 2012)

Accountable for 10 buyers and three supervisor direct reports to support the purchasing operations for 7,000 SKUs representing \$27M in inventory for an extensive customer base with three distribution centers across three states.

- Collaborated with corporate account managers to monitor customer promotions, ensuring proper service / inventory levels through monitored procedures around data and equipment management.
- Coached inventory specialists to enhance leadership and problem-solving skills that yielded an effective pool of highly trained leaders
- Reduced obsolete inventory in three distribution centers by 95% in five years, cut freight expense by 75% for out-of-stock items which eliminated \$150K in lost revenue, and improved two centers to top 1% of in-stock performance
- Restructured Purchasing department that increased Buyer to Supervisor ratio by 50% and formulated separate pricing group structure for customer contracts that drastically reduced frequency of critical pricing errors

Senior Buyer (2004 – 2006)

Managed west coast produce and perishable buying for eight distribution centers serving Wendy's International, Applebee's, Texas Roadhouse, Panda, Panera, and Steak and Shake clients.

- Collaborated with managers and buyers to address challenges in the supply chain, including late deliveries, inventory controls, and buyer performance reviews / evaluations
- Achieved 99.9% service level and oversaw six buyers responsible for 400 items, maintaining average 600K total case inventory and accountability for two distribution centers
- Established two regional start-ups at the Charlotte center and overcame substantial supply challenges from natural disasters in Florida through external trucking company support and supply transfer to restore market stability

Buyer (1998 – 2004)

Purchased highly perishable, dry, and frozen goods for eight distribution centers with 400+ items serving 10 restaurant chains with accountability for sales forecasting and seasonal analysis.

- Analyzed the success of customer promotions, history, and seasonal volume changes, maintained pricing contracts and reconciled discrepancies for designated items, and organized logistics of orders and traced stock
- Exceeded corporate standard with 99.9% service level and established purchasing for three new high volume distribution centers in three states

Earlier experience included hospitality service and leadership roles with Kirtland County Club, Squaw Creek Country Club, and Max and Erma's Restaurants.

EDUCATION

Management and Accounting Coursework • The Ohio State University and Auburn University