



Paul Austin-Menear

Swiss Army Knife for Hire

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Hi there, I'm Paul.

I'm a self-starting, highly driven professional with a focus on preparing for the road ahead. I believe that building a resilient, successful organization requires a talented team working in the business—and a **discipline about working on the business**. This is a key outcome of my work, especially where it intersects with the design and implementation of systems which improve labour productivity and create synergies.

Colleagues have often referred to me as a Swiss Army Knife—I possess a knack for applying systems thinking and other soft skills to a wide variety of challenging problems and functions across an organization. I've led teams and task forces with marketing, operations, supply chain, product development, and technology management objectives over the years. This has afforded me the multidisciplinary experience and perspective to act as a bridge between groups that don't always speak the same language or have consistently-aligned priorities.

Sense an opportunity? Let's talk—the best time to roll up our sleeves was yesterday. The second best time is today.

Sincerely,

Paul Austin-Menear

Supply Chain Paul

Intrapreneur :: Builder :: Servant-Leader :: Player-Coach

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SUPPLY CHAIN LEADERSHIP PHILOSOPHY

Digital or tangible, a supply chain needs three fit-for-purpose pipes in order to thrive and serve the rest of the organization—**product, cash, and data**. High-quality flows of data (and the capabilities needed to generate insights from it) are essential to optimizing the movements of product and cash. Ultimately, a healthy supply chain is a tool to shorten the cash conversion cycle to the extent possible.

RELEVANT PROFESSIONAL EXPERIENCE

Nanoleaf, Toronto, Canada — VP, Commerce Operations

JAN/2021 - MAY/2024

Designed and implemented programs and repeatable processes to support business development, supply chain, and sales operations to the net benefit of end customers in 120 countries. Managed procurement and integration of third party technology solutions alongside in-house development of proprietary solutions. Staff complement : 20 FTE staff across five distinct teams in three global offices.

- Led the solution development and implementation of a hybrid API/EDI technology stack, improving labour productivity by 12% in logistics operations ;
- Designed and implemented various business process automation projects which in aggregate improved gross revenue per labour hour by 5x in logistics operations ;
- Streamlined integrated inventory management and forecasting processes, ultimately reducing stock-on-hand requirements by 18% globally.

Professional experience abridged for brevity. Full chronology available at <https://www.linkedin.com/in/pwamenear/>.

NOTABLE PROJECTS

EDI Implementation — Various Vendors (2018, 2020, 2021)

Led the implementation of various EDI management solutions from SPS Commerce, TrueCommerce, and IBM Sterling in order to automate high-volume wholesale and dropship trading with a variety of national and international retailers. These retailers included : Best Buy (Canada), Best Buy (US), Apple Retail (US, Canada, UK, EU, Asia), Home Depot

CROSS-FUNCTIONAL SKILLS

Critical Thinking.
Situational Awareness.
Systems Thinking.
Communications.
Leadership & Coaching.
G.S.D. (a.k.a. “pitter-patter..”)

FUN FOOTNOTES

Sourced suppliers and negotiated third party logistics contracts in 10 countries: Canada, USA, UK, Ireland, France, Netherlands, Japan, Hong Kong, China, Australia.

Sourced and implemented best-in-class IMS and ERP systems: Stitch Labs, Tradegecko (Intuit Commerce), Brightpearl, Cin7, Skubana (Extensiv), and MS Dynamics (BC/D365).

Lived and worked in Paris, France for ten weeks in 2018 to establish Nanoleaf Europe SAS.

Near-universally loved by small children and pets to the annoyance of my wife, who is initially ignored by them as a result.

(Canada), Home Depot (US), Costco Wholesale (US), Walmart (US), Conn's Home Plus (US), Urban Outfitters (US), Nebraska Furniture Mart (US), Indigo Books & Music (Canada).

ERP Implementation — Microsoft Dynamics (2021-2022)

Led the implementation of a cloud ERP to the benefit of the global group of companies at Nanoleaf (multi-tenant implementation including product localizations for Canada, France, and Hong Kong). Project involved designing and developing extensions for the ERP in-house, to micro-optimize for unique business process requirements in trading with global subsidiaries and diverse suppliers.

OM Integration Design — MS Dynamics (2022)

Led the scoping, solution design, and implementation of a bespoke handling layer in Amazon AWS which automates the bidirectional extract-transform-load functions required to transport payloads between an IMS or ERP system and external sales channels. The system was designed to handle connection points over RESTful APIs, SOAP-based APIs, or via flat files (sFTP, primarily).

BP Automation — Microsoft 365 / Power Automate (2023)

Led the solution design and implementation of a framework of automated business processes designed to reduce data entry and manual operation of repetitive work across supply chain functions. This work ultimately led to the technology scaffolding supporting an omnichannel sales stack capable of managing orderflow at the millions per month scale.