

Alex Morgan

Operations & Program Manager

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alexmorgan

Profile

Operations professional with 9+ years leading cross-functional teams and delivering complex programs on time and under budget. Strong background in process improvement, vendor management, and data-driven decision making.

Experience

- 2020–Present **Senior Program Manager**, *Northwind Logistics*, Manchester
- Led a portfolio of 12 concurrent programs worth £18M in annual value.
 - Cut fulfilment lead time by 27% by redesigning the warehouse routing workflow.
 - Managed a team of 8 coordinators across three regional sites.
- 2016–2020 **Operations Analyst**, *Brightwater Retail Group*, Leeds
- Built the demand-forecasting model that reduced stockouts by 19%.
 - Standardised supplier onboarding, shortening the cycle from 6 weeks to 10 days.
- 2014–2016 **Project Coordinator**, *Kesterly Consulting*, Leeds
- Coordinated delivery of client process-improvement engagements.
 - Produced weekly status reporting for stakeholders and steering committees.

Education

2010–2014 **B.Sc. Business Management**, *University of Leeds*, Leeds, First Class

Skills

Management Program governance, stakeholder reporting, resource planning
Analytics Excel modelling, SQL, Power BI, demand forecasting
Tools Jira, Asana, SAP, MS Project

Languages

English Native
French Professional working proficiency