

TIM COOK



0403 688 198



tim.cook@gmail.com



linkedin.com/in/tim-cook

PROFESSIONAL SUMMARY

A self-motivated and highly analytical Executive with over 20 years of experience in global transport and logistics delivering innovative solutions to operations and service delivery. My expertise lies in identifying opportunities both for growth by analysing processes and metrics to uplift operations and capabilities to achieve growth outcomes.

I am a firm believer in finding the right talent for the right role and I am passionate about supporting and mentoring team members and senior leaders to grow in their role and accomplish business goals. This supports a culture of team members contributing to the establishment of a positive culture of collaboration, achievement, and continuous improvement.

I thrive in an environment that values innovation, where teams at all levels are inspired and take the initiative to achieve positive outcomes for the business. Flexibility is key to overcoming market challenges to service delivery and the achievement of business objectives for growth and profitability.

KEY COMPETENCIES

SOLUTIONS-FOCUSSED STRATEGIC LEADERSHIP

- A strategist with over 15 years of demonstrated experience in senior leadership positions in the transport industry with a record of establishing new business lines, securing key partnerships, and achieving profitability outcomes.
- Experienced in establishing new product and service business lines through dedicated market and internal business development research to identify opportunities for growth, improvement, and revenue generation.

COMMUNICATION AND CUSTOMER SERVICE EXPERTISE

- An interpersonal communicator with a proven ability to negotiate and secure new contracts and partnerships for global business operations.
- Demonstrated experience in delivering new operational frameworks to uplift customer service strategies to ensure high-quality service delivery outcomes for key stakeholders and customers.

BUSINESS DEVELOPMENT AND PROJECT MANAGEMENT ACUMEN

- Proven capabilities in conducting internal and external research to identify areas of improvement and growth for business operations, particularly for new service and product launches to generate revenue.
- Possessing an extensive commercial acumen encompassing a range of project management capabilities, including but not limited to project scoping, risk management and solution delivery, identification of growth opportunities, and programme, service, and new product launches for global operations.

ADDITIONAL CAPABILITIES

- Fluent in English and German.

CAREER HISTORY – SUMMARY

Apr 2019 – Apr 2020	Head of Warehouse Solutions, Australia	Toll Holdings Pty Ltd – AUS
Oct 2017 – Mar 2019	Head of Delivery and Support, Asia Pacific	Comet Pty Ltd – AUS
Feb 2015 – Sep 2017	Manager – Shipping and Digital Solutions	FedEx – AUS
Sep 2010 – Jan 2015	Business Development Manager, Asia Pacific	FedEx Shipping – AUS
Jul 2006 – Aug 2010	International Business Support Project Director	FedEx Shipping – USA
Feb 2002 – Jun 2006	Business Support Engineer	FedEx Shipping – USA
Aug 2000 – Jan 2002	Project Manager	FedEx – USA
Apr 1996 – Jul 2000	Development Engineer	FedEx – USA

CAREER HISTORY – DETAILED

Head of Warehouse Solutions, Australia

Toll Holdings Pty Ltd – AUS

Apr 2019 – Apr 2020

Toll Holdings, formerly FedEx Australia Pty Ltd, is a recognised market leader in business mailing, graphic and document finishing, and shipping solutions as well as providing software, equipment, service, and in-house finance services.

As a member of the Global Senior Leadership Team and the Australian Executive Team for the group, I was responsible for managing all operations associated with the group's new Warehouse business line in Australia. This included delivering new nationwide service strategies and coordinating operations across regional segments whilst managing the new Warehouse business line.

Notable Achievements

- Defined and delivered the Warehouse business strategy for the group's Australian business operations.
- Successfully transitioned operational support from Comet to Toll Holdings to support operations.
- Delivered new strategies for the Warehouse business line which significantly improved new sales revenue generation.
- Conducted extensive market research to identify and track the potential of new Warehouse business services across Australia.

Head of Delivery and Support, Asia Pacific

Comet Pty Ltd – AUS

Oct 2017 – Mar 2019

Comet Pty Ltd was a transport and logistics support service company specialising in the delivery of freight and cargo shipping services and solutions prior to being acquired by FedEx Pty Ltd.

As a member of the Australian Executive Team, I was responsible for coordinating the operations of Comet's legacy product lines in addition to managing the Warehouse business line of operations.

Notable Achievements

- Coordinated the restructure of the customer service operations with the goal of improving efficiency and profitability metrics.
- Reviewed existing policy and established a new customer experience strategy framed by customer expectations and service level agreements.
- Successfully negotiated and secured a new contract with Australia Post.

- Established service delivery solutions as well as operational frameworks. This included managing delivery solutions in addition to operational services.

Manager – Shipping and Digital Solutions

FedEx Australia Pty Ltd – AUS

Feb 2015 – Sep 2017

I was responsible for managing a versatile business line strategy, including definition and application, product management, customer sales and after-sales support, and digital solutions in collaboration with Sales and Marketing Managers to uplift service delivery.

Notable Achievements

- Established operational frameworks and strategies for digital products within the organisation. This included developing and launching three new products for the digital business line.
 - Initiated new software service contracts and coordinated subsequent operations which more than doubled revenue from digital products and services. This was in addition to managing general operations and growing Warehouse sales revenue.
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Business Development Manager, Asia Pacific

FedEx Shipping – AUS

Sep 2010 – Jan 2015

I was responsible for managing sales and operations for the Asia Pacific region and delivering business improvement strategies to enhance productivity and performance. This included managing strategic programmes for online shipping solutions and Warehouses for Tier One customers Australia Post and Singapore Post.

I was also responsible for managing the FedEx software offering in Australia for output management and multichannel communication software.

Notable Achievements

- Established new operational processes in collaboration with Research and Development teams from Germany, USA, and Vietnam whilst launching new shipping services in Asia Pacific.
 - Established new customer service and operations standards in the Asia Pacific region in addition to securing support resources from Germany and Vietnam teams.
 - Negotiated and secured the first Warehouse deal within the group's global operations. This was in addition to establishing a new partnership with the group's provider and negotiating contract terms.
 - Established new operations in Australia to support the growth of the business in the Asia Pacific region. This included managing operations and revenue tracking for the shipping software business line with Australia Post and Singapore Post.
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International Business Support Project Director

FedEx Shipping – USA

Jul 2006 – Aug 2010

I was responsible for managing key domestic and international projects for large-scale customer accounts in Germany, wider Europe, and Asia Pacific. This included delivering project strategies and scopes, managing research and study phases, and project delivery as well as cost and resource management functions.

Notable Achievements

- Defined and established operational service delivery functions for the group's first major deal in the handheld space with UPS in Germany.
 - Coordinated the delivery of the main Freight Forwarder parcel management software developed in the USA business group.
 - Provided ongoing service delivery support for the parcel management software with Royal Mail.
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- Defined and established the group’s first customer base in Australia from Germany by coordinating and directing delivery teams based in USA, Germany, and Vietnam. This included launching the shipping product business line and managing subsequent operations in Australia.
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BOARD EXPERIENCE

Board Member

Guide Dogs Victoria
Feb 2020 – Present

Secretary

Guide Dogs Victoria – Remuneration Committee
Feb 2019 – Present

EDUCATION

Business Management Course

NYU Executive Education, USA
Completed 2013

Advanced Diploma of Industrial Computing

University of Durham, UK
Completed 1994

Diploma of Electrical Engineering

University of Durham, UK
Completed 1992

PERSONAL INTERESTS

Established a group helping homeless people in the Melbourne CBD.

Community sports.

Music, particularly violin and flute.

REFEREES

Available upon request.

JOHN SMITH

CEO



CONTACT ME

03 8488 9950

jsmith@gmail.com

linkedin.com/in/jsmith



CEO BIOGRAPHY

John Smith, the CEO of the AM Executives Group which is a recruitment and training agency servicing retail and sales focussed businesses, has a demonstrated profile of achievement and success due to his comprehensive knowledge of business ownership and development, strategic planning, risk assessment, and market expertise. This has shaped the AM Executives Group's reputation as a unique and highly-recommended service provider across industries.

The AM Executives Group had its roots in Smith's previous venture, AIM Recruitment, and has subsequently expanded by providing on-site training for the unemployed to assist in the job-seeking process through hosting accreditation and certification seminars and workshops.

The AM Executives Group services a variety of clientele, ranging from job seekers to current employees; leading managers; and business owners in addition to partnerships with existing training agencies and community service organisations. By offering a consistent and thorough system of training and accreditation, the AM Executives Group is able to smooth the transition into new industries or higher management roles. Smith's innovative marketing and objective-focused strategies have resulted in increases in investments from key stakeholders and internal training sales which have consistently met and exceeded financial objective targets by upwards of 30 per cent.

"Not everyone feels confident in their experience even when they are qualified for a role – that's where we come in," Smith says. His vision is tied to the belief of bringing out the best in a person's talents and to help others advance themselves and find the roles best suited to their skills and abilities. His background in human resources, management and professional training have shaped the objectives of the AM Executives Group to provide a unique service to improve the performance and productivity of businesses across the US through thorough training and sourcing the right staff for the right business. Unlike other recruitment agencies, the AM Executives Group incorporates a methodology of advanced interview preparation and networking opportunities to assist job seekers in forming the relationships and communicative skills necessary to present their skills to the benefit of entrepreneurial and corporate enterprises.

In addition to running the corporate operations of the AM Executives Group, Smith is also a leading partner and advisor to AO Creative Industries and NEX Markets Pty Ltd where he develops and implements leading marketing strategies and human resource procedures to improve internal productivity, performance, and staff engagement with corporate goals and aims. He has always maintained a focus on improving performance through effective management, training and open communication as key drivers of operations. Since partnering with Smith and the AM Executives Group, AO Creative Industries has serviced more than 28,000 clients since 2016 after a gradual market share decline due to the increasing number of competitors.

Smith also launched a subcontractor and labour leasing company, Contract AIM, which gained over 40,000 clients in its first year and an annual revenue of \$2.4M through successful partnerships with leading manufacturing and engineering businesses. He negotiated a successful acquisition and sold the company after three years and maintained a partnership with Contract AIM through the AM Executives Group as a means of sourcing contractors for clientele. Smith also conceptualised and spearheaded the development of innovative training seminars shortly after the acquisition as a means of rostering industry-focussed training personnel for consistent education curriculums.

Smith earned a Masters of Business Administration and a Bachelor of Computer Science from the AE University, and maintains memberships on the board of directors with AM Executives, AO Creative Industries and NEX Markets Pty Ltd.