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**Senior-level cosmetic sector professional with extensive global experience in Product Development, Quality Assurance, Compliance, Manufacturing and Supply Chain**

**Proven ability to improve operations. Excellent analytical, team building and technical ability coupled with strong leadership, cross-cultural and strategic skills. I am now seeking a challenging new role.**

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## **Career History**

### **Irish Botanical Company, Ireland**

The Irish Botanical Company is based in Ireland and is a premium body care and home fragrance brand marketed in Ireland and internationally. With a strong focus on naturalness and sustainability, products are marketed both in retail and as guest amenities in luxury hotels. Reporting to the Managing Director and leading a team of fifteen, I am responsible for all operational aspects of the business

#### **Head of Operations - Ireland**

**2017-2019**

##### Responsibilities

- Manufacturing, Product Development, Compliance, Quality Assurance, Purchasing & Supply Chain, HR, Warehousing, Logistics, Facilities
- Management of all aspects of the business, with the exception of Sales and Marketing
- Drive the natural and sustainable strategy of the company
- Implement a robust Quality Management system and Health & Safety framework
- Put in place an effective Purchasing and Supply Chain process

##### Achievements

- All products have been re-formulated in line with the Cosmos/Ecocert natural standard, successfully tested and are currently being re-launched
- Plastic bottles are now fully sustainable, manufactured using Post-Consumer Recycled plastic, cartons are manufactured using recycled or Forest Stewardship Council card
- Manufacturing operations have been successfully re-structured
- Purchasing and Supply Chain operations are now modern and well organised

- The Quality Management system has been fundamentally changed and is on target for achievement of ISO 22716.

### **N.Christian Perfume, UK**

N. Christian Perfume is an ultra-luxury fragrance brand developed in line with the principle; “Design first – to be the best that it can be – then cost it”. Products are sold in department stores and perfumeries globally, including Harrods, Selfridges, Fortnum & Mason, Bloomingdales and Saks Fifth Avenue.

N. Christian Perfume is part of the Christian Services Group and is headquartered in London. Reporting to the COO, I was responsible for a team of five and led Quality Assurance, Compliance, Product Development, Purchasing and Supply Chain operations for the company

### **Head of Operations - UK**

**2016-2017**

#### Responsibilities

- Quality Assurance, Compliance, Product Development, Purchasing & Supply Chain
- Leadership of the Operations team
- Giving direction to the business in general from a supply chain and product perspective.
- Development of the overall purchasing strategy.
- Restructuring the Supply Chain to be more responsive and leaner.
- Development of a strong product development and quality capability for the business.
- 3<sup>rd</sup> Party Supplier development

#### Achievements

- Put in place a second source for finished product manufacturing in line with a strategy to move away from an over reliance on a single source.
- Implementing a new 3PL provider, leading to a 30% reduction in the cost of 3PL services to the business.
- Established a product development process and a Quality Management System
- Reorganised the Operations team, bringing a new demand planning focus, with close alignment to the forecasting process and sales target.

### **Kamal Group, Dubai**

The Kamal Group operates a number of leading regional and international brands The group, headquartered in Dubai, has a turnover in excess of AED 1.2 billion, with 700 stores, employing 4,000 people representing a global mix of 57 nationalities across 8 countries in the Middle East. Reporting to the Brand Director (Divisional Managing Director), I managed a team of 20 people across Purchasing, Quality Assurance and Regulatory Affairs

**Responsibilities**

- Management of the Product Development, Quality, Compliance and Purchasing teams for fragrance, personal care and colour cosmetics
- Development of the Regulatory & Quality Management function and strategy
- Managing 3<sup>rd</sup> party supplier development, audit and approval
- Sourcing strategy for the brand, development and improvement of the supplier base.
- Category management, optimisation of turnover, margin and profitability across the product range.

**Achievements**

- Developed a Quality, Technical and Regulatory strategy for the business
- Implemented a new supplier audit programme and supplier evaluation programme
- Implemented the Non-Conformance management process
- Developed a full sourcing strategy across all categories.
- Rationalised the supplier base, with a reduction of 40% in the number of suppliers.

**LMG Beauty, UK**

LMG are designers, developers and manufacturers of design-led beauty and lifestyle collections. The company's expertise covers cosmetics, fragrance, toiletry, and lifestyle product. Within these fields, SLG creates bespoke private label collections, licensed product ranges and also has a portfolio of its own designer brand properties.

LMG Beauty is headquartered in Gloucester, UK. Reporting to the Managing Director I managed a team of 25 people across Product Development, Regulatory Compliance, Quality Assurance and Purchasing.

**Head of Global Sourcing & Product Development - UK****2012 – 2014****Responsibilities**

- Leadership of product development activities for beauty and accessories in the UK and China
- Development of the company compliance and regulatory affairs function.
- Ownership of the Quality Management function and development of quality policy
- Managing 3<sup>rd</sup> party supplier development, audit and approval
- Developing and implementing the sourcing strategy for the business

**Achievements**

- Created a new technical focus within product development with integration of regulatory compliance and packaging development into the product development process.
- Built a new technical and compliance team where none existed and aligned this new function with the business.
- Development and improvement of the supplier base in Europe and China, with the addition of new suppliers where strategically necessary

- Implementation of the sourcing strategy with a focus on leveraged procurement and cost elimination.

### **Bo Cosmetics, Sweden**

Bo Cosmetics is a global, direct selling cosmetics company, with sales in over 60 countries. Bo offers a wide range of fragrance, personal and hair care, colour cosmetic, skincare, accessory and nutritional products. Headquartered in Stockholm, the company has 6,000 employees, 3.1 M consultants and a turnover of €1.4 billion. Bo Cosmetics is listed on the Nordic Exchange. Oriflame has 8 production facilities globally and also sources from a large number of 3<sup>rd</sup> party suppliers.

As a member of the Senior Management team I held a number of positions during 13 years in the company. From 2003 to 2010 I had overall responsibility for quality in Bo. In 2006 I become Group Quality Assurance Director, and joined the Global Supply senior management team, reporting to the Global Supply Director. In 2008 I relocated from Dublin to Sweden as part of the relocation of head office functions.

**2009 – 2010**

#### **Senior Director Global Quality Assurance - Sweden**

##### Responsibilities

- Ownership of the quality strategy with full responsibility for quality across the business
- Leadership of the corporate quality team and the manufacturing site Quality Managers
- Planning, directing and controlling all quality requirements in the company
- Control and development of the global Quality System
- Managing 3<sup>rd</sup> party supplier development, audit and approval
- Managing internal manufacturing site audit, standardisation and improvement
- Customer Complaint, Non-Conformance & Adverse reaction management
- Promoting quality best practice and a culture of quality within the organisation

##### Achievements

- Relocation of the Quality Assurance function from Dublin to Stockholm, recruiting, training and developing a new team, as part of the centralisation of key functions to Stockholm
- Integrating the quality assurance function into New Product Development activities as part of a strategic focus on quality by design
- Creation of a new “Wellness” category supplier base for nutritional supplements, with full responsibility for Supply Chain, Quality Assurance and Compliance activities for this new category
- Participation in the overall design of Bo’s second Russian manufacturing site, with specific responsibility for achieving an environmentally sustainable building design

Achievements

- Development and roll-out of a new adverse reactions process, with a focus on fast response to reported adverse reactions as well as the better utilisation of adverse reaction data in raw material selection and product formulation
- Developed and implemented a new CSR Compliance process for Asian accessory suppliers, primarily in China, ensuring that suppliers are compliant with group policies on the environment, child labour, ethical employment practices and Health & Safety
- Participation in projects for new manufacturing sites in Shanghai and Moscow, including implementation of the group quality system

**Head of International Quality - Ireland**

**2003 – 2006**

Achievements

- Development of a lean and flexible quality system for Bo
- Development and implementation of a robust and credible Quality & Technical audit programme for Bo's internal cosmetic manufacturing sites and sixty global 3<sup>rd</sup> party suppliers, based around a cosmetic GMP Code of Practice
- Establishment of an effective Product Non-Conformance process, aligned with new product development and supply chain processes
- Integrated the newly acquired Swedish manufacturing site into the global business, focussing on facility upgrade, cultural change, quality system improvements and supply chain structures and activities

**Technical Project Manager – Ireland & India**

**1998 – 2003**

Responsibilities

- Integration of the newly established New Delhi hair care and skincare manufacturing site into Bo R&D, quality assurance and supply chain processes
- Training and development of the Indian team in formulation development, testing, scale-up and quality
- Coordination of product development activities between Head Office, R&D and New Delhi product development teams

Achievements

- Created a free-standing R&D and packaging development function for Asia
- Implemented the Global Quality System at the New Delhi manufacturing site and cosmetic GMP at 3<sup>rd</sup> party suppliers in India, leading to sites being approved for both global and local supply
- Development of regional and global products, produced in India to corporate standards
- Approved Indian sources for key raw materials and packaging materials.

## **Formulation Chemist - Ireland**

**1997 – 1998**

### Responsibilities

- Development of innovative skincare, hair care and personal care formulations in line with marketing brief and R&D policies
- Providing claims support data for marketing team
- Scale-up and industrialisation of formulations
- Management of graduate Chemists

### Achievements

- Launch of five successful new ranges of hair care and personal care products, as well as a number of stand-alone fragrance and skincare products, on time and to target cost

## **Marina Chemicals - UK**

Marina Chemicals, based in London, represents a number of well-known manufacturers of cosmetic ingredients, offering a range of functional and active raw materials for fragrance, skincare, body and hair care products.

## **Technical Sales Representative**

**1995 – 1997**

### Responsibilities

- Provide technical and formulation support to a broad customer base in the UK and Ireland
- Develop relationships and business opportunities with new and existing customers

### Achievements

- Created many new business opportunities, not only in the existing primary area of focus, activities; but also, in functional and commodity ingredients
- Greatly increased the geographical penetration of the business

## **Ciderwoods of England – UK**

Ciderwoods manufactures and sells premium personal care, fragrance and colour cosmetic products, sold in department stores and in Ciderwoods stores internationally

## **Technical Manager**

**1992 - 1995**

### Responsibilities

- Development of fragrance, skincare and personal care products
- Quality management
- Raw material sourcing

## Achievements

- Developed and scaled up a wide range of fragrance, skincare and personal care products, to challenging timelines
- Developed and implemented a completely new quality system from the ground up
- Achieved significant cost and lead time improvements on key raw materials, generating significant cost savings for the company in tandem with service level improvements

## Education

<b>B.Sc. Chemistry</b>	University of Bristol	<b>1992</b>
<b>Safety Assessment of Cosmetics in the EU</b>	Louvain Universite, Brussel	<b>2002</b>

## Personal Details

<b>Date of Birth</b>	1 <sup>st</sup> January 1967
<b>Nationality</b>	Irish
<b>Languages</b>	English, French