

Patrick Day

Certified in Production and Inventory (CPIM)

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SUMMARY

Senior Supply Chain Manager with 14+ years of experience in the music instrument and consumer products industries. Skilled in leading distributed, cross-functional teams and managing global supply chain operations in dynamic, remote environments. Expert in contract negotiation, inventory management, ERP/digital system integration, and remote team leadership. Proven track record of delivering strategic initiatives, process innovations, and data-driven optimizations that reduce costs, streamline operations, and drive efficiency in global logistics. Certified in Production and Inventory Management (CPIM).

CORE SKILLS & EXPERTISE

- Global Supply Chain Strategy & Management
- Demand Planning, MRP, S&OP/IBP (Forecast Accuracy)
- Inventory Management & Optimization (OTIF, Fill rate)
- Procurement & Supplier Relationship Management
- Leadership of Distributed and In-Office Teams
- Contract Negotiation & RFQ/RFI
- Project Management (Reworks, 3PL Onboarding, RFPs)
- Strategic Planning & Process Optimization
- KPI, OKR, & Dashboard Implementation
- Risk & Cost Management
- Scenario Planning and Network Design
- Strategic Sourcing & Procurement
- Contract Manufacturing (ODM, OEM)
- Cross-Functional Collaboration (Sales, Support, C-Suite)
- Regulatory & Compliance (ISO, Customs, Duty Drawback)
- EDI, Reverse Logistics, & Customs Operations
- Customer Experience & Support System Optimization
- Leveraging AI & Analytics for Supply Chain Improvements
- Oracle E-Business Suite 12 (ERP)
- Microsoft Excel (Pivot Tables, VLOOKUP, Macros)
- Microsoft Access
- SQL (basic-intermediate)
- Python (basic)

EXPERIENCE

Native Instruments | Los Angeles, CA

Senior Supply Chain Manager

2025 - Present

Promoted to Senior Supply Chain Manager to lead Americas planning and procurement strategy, serving as the accountable owner for forecast-to-supply execution in Oracle E-Business Suite (EBS) amid volatile international trade conditions and shifting constraints across manufacturing and logistics.

- Led Americas demand planning and S&OP cadence, aligning cross-functional inputs into a governed forecast, driving scenario/constraint planning and clear supply signals for Purchasing and operations.
- Owned planning parameters and MRP inputs in Oracle EBS (lead times, safety stock, lot sizing/MOQ constraints), translating demand into executable supply plans and inventory positioning.
- Directed procurement execution with overseas contract manufacturers, including BOM alignment, MOQ negotiation, PO management, and production capacity coordination to protect service levels and working capital.
- Drove category management and strategic sourcing initiatives across contract manufacturing partners, including supplier development and NPI readiness to support launches, transitions, and risk mitigation.
- Built performance management and governance (forecast vs actual, inventory health, supplier scorecards, KPI/OKR dashboards), enabling faster executive decisions and tighter cost-to-serve control.

Supply Chain Manager

2019 – 2024

Selected to lead Americas supply chain operations and serve as the primary interface to global Supply Chain leadership in Berlin, owning regional execution across inventory positioning, partner performance, and cross-functional operating cadence.

- Owned Americas supply chain operating rhythm and cross-functional alignment (Sales, Support, Finance, and global SC), surfacing risks, constraints, and mitigation plans to leadership.
- Governed key external partnerships (3PL/fulfillment centers, transportation providers, freight forwarders), including contract negotiation, performance management, and continuous improvement.
- Built and operationalized KPI/OKR frameworks for internal teams and external partners, improving visibility to cost, service, and execution performance.
- Led data-driven optimization across fulfillment, repair, and transportation workflows, reducing friction in the order-to-delivery and returns/repair cycle while improving cost-to-serve.
- Delivered high-impact strategic projects—including large-scale rework programs, duty drawback initiatives, and RFPs—translating ambiguous problems into executable plans and measurable outcomes.

Account Support Manager (Concurrent)2019 - 2023

Led North American post-purchase operations and customer support as an extension of the supply chain—owning order exceptions, reverse logistics/warranty workflows, and the voice-of-customer feedback loop that improved fulfillment and product availability decisions.

- Led a team of 7 overseeing high-volume B2C order processing, fraud controls, and post-purchase exception management, reducing order-to-delivery friction and improving customer outcomes.
- Partnered with Supply Chain and external 3PL and repair providers to manage order exceptions, returns, and warranty/repair flows—improving order-to-delivery and reverse logistics execution and reducing repeat contacts.
- Optimized Zendesk and webshop workflows (automation, routing, self-service), reducing ticket volume and cycle time while increasing visibility into recurring fulfillment and product issues.
- Established KPIs/OKRs and operating cadence for support workflows, aligning service performance to supply chain priorities (OTIF drivers, defect themes, return reasons).
- Translated defect and return drivers into actionable insights for Product/Engineering and Supply Chain, enabling targeted fixes that reduced preventable returns and failure demand

Supply Chain Specialist2015 – 2019

Moving to the Supply Chain department allowed me to take some of the skills I had learned in previous roles and learn more about what went on behind the scenes. We were responsible for making sure products arrived safely and on time, along with taking care of the outbound logistics as well. This included inventory planning along with reconciliation and problem solving any issues that would come up.

- Coordinated inventory planning for Americas, aligning stock with sales forecasts, enhancing availability.
- Executed accurate month-end inventory reconciliation, ensuring precise period closings.
- Managed inbound and outbound shipments, ensuring timely deliveries and reducing delays
- Resolved logistical issues efficiently, maintaining seamless operations and customer satisfaction.
- Streamlined supply chain processes, significantly improving product availability and operational efficiency.

Key Account Order Management2013 – 2015

I transitioned to Native Instrument’s sales team and was the lead administrator for their Key Account Order Management team. This involved processing customer orders and returns, handling logistics of orders and providing support to the B2B customers.

- Managed high-volume orders for B2B key accounts, ensuring timely processing and shipment, boosting customer satisfaction.
- Provided dedicated support to retail partners, resolving issues promptly and fostering strong relationships.
- Coordinated with fulfillment center and third-party freight forwarders, optimizing export processes.
- Implemented process improvements, significantly reducing order processing time and enhancing efficiency.

Order Management Agent2011 – 2013

I was hired to be a member of the Order Management team responsible for phone and email support for Native Instrument’s B2C customers. I took over team lead responsibilities in 2012 which included being in charge of Fraud mitigation, coordinating with overseas counterparts and conducting trainings. I oversaw a team of roughly 6 people.

- Led fraud prevention, reducing fraudulent orders across the Americas, ensuring secure transactions.
- Collaborated with international teams to optimize operational efficiency.
- Managed B2C and VIP customer order and return processes through phone and email support, ensuring high satisfaction.

Warner Brothers Records | Burbank, CA

Marketing Intern2010 – 2010

Designed marketing materials using Adobe Photoshop, handled shipping of marketing materials, collaborated on promotional strategies, analyzed SoundScan reports and other tasks.roughly 6 people.

- Designed marketing materials using Adobe Photoshop, increasing brand visibility and engagement.
- Managed shipping logistics for marketing materials.
- Collaborated on promotional strategies, enhancing campaign effectiveness and reach.
- Worked on social media and viral marketing campaigns.

EDUCATION		
California State University of Northridge Northridge, CA		2010
Bachelor of Arts, Music Industry Studies		
Honors & Activities: Vice President of CSUN's Matador Band 2008-2010		
Relevant Courses: Business Law and Management & Organizational Behavior		
Further Education		
Fundamentals of Supply Chain Management UCLA Extension		2015
Certificates		
Certified in Production and Inventory (CPIM) Association for Supply Chain Management		2020