



Nilufer Dokur

Supply Chain Professional |
Supply Chain Management |
Supply Chain Project Manage-
ment | Logistics | Logistics Man-
ager

📍 Paris, France

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Languages

English (Fluent)

French (Basic)

Turkish (Native)

About

15+ years' experience in E2E supply chain management for global and premium brands in consumer goods/retail, tools, sportswear and appliances sectors: Marks & Spencer, Nike, Stanley Black & Decker, Intersport, Estee Lauder Companies and Miele. Titles held to date include Import & Logistics Supervisor, Supply Chain Manager, Customer Service & Inventory Manager (Supply Chain Project Manager), and, more recently, Head of Logistics.

Experience working in matrix multi-brand operation environments with a solid understanding of B2B, B2C and online business. Have a track record of optimising the supply chain with a focus on process design, order management, ERP setup, warehouse design and inventory flows. Experience working with internal and external clients and leading teams of 4 to 6 (incl. specialists and managers)

Hold a Bachelors of Logistics & Transportation with certifications. In-depth knowl-
edge of ERP (SAP SD, MM ECC).

BRANDS WORKED WITH

Estée Lauder

INTERSPORT

Marks and Spencer

Miele

Nike

Stanley Black & Decker

Experience



● Head of Logistics

Miele | May 2022 - Dec 2022

Managed the delivery of high-quality home appliance products (house deliveries) and led a team of 6 (incl. one manager as a direct report). P&L and budget oversight.

- Created a highly-engaged team focused on achieving operational SLAs and business priorities and on ensuring a high level of quality/service from expedition to installation
- Led/participated in local and regional negotiations; increased P&L by 5x (vs the previous budget), which helped improve the quality of services
- Managed the launch of a new distribution network, which improved customer satisfaction and decreased backorder rate (from c. 75% to 35%)
- Managed the on-time transition of the warehouse, working with a well-organized team to achieve year-end revenue targets, 2023
- Executed a warehousing and transportation tender process, which resulted in a 2.5x increase in warehouse capacities, 2022
- Built a cross-functional project team to monitor and follow up on special projects (e.g. the construction of the housing projects and marine business)



● Customer Service & Inventory Manager

Estée Lauder | Oct 2019 - May 2022

Managed the order flow of B2B and B2C channels for 80+ own stores, as well as the excess inventory tracking, replenishments and cycle counting, and led 2 teams (5).

- Initiated a project to resolve the gaps between SAP setup and product catalogues; this involved mapping loss factors on orders; increased customer service level by 15%
- Led a digital transformation program, using bots in repeated works; increased productivity by c. 25%, 2022
- Managed a new SAP setup and e-shipment integration to deliver reliable, accurate stock reconciliations, 2021
- Executed a project to set up pure player inventory, 2021
- Gained buy-in for a project to adapt the global SAP set-up to meet local

requirements and blocked negative stock adjustment (c. €100k a year) with the new batch management formula, 2020



● Supply Chain Manager

INTERSPORT | Dec 2017 - Sep 2019

Managed the E2E supply chain processes of the retail business; importation, vendor management, inventory flows, replenishments, warehousing, transportation, and reverse logistics, and led a team of 4 direct reports. Executed logistics and transportation P&L.

- Led the development of a new inventory KPI reporting process that resulted in a 15% reduction in obsolete inventory
- Led efforts to optimise the usage of warehouse capacity, and in doing so, identified un-used space (22%) and increased cost efficiency
- Speaker on process optimisation at the Economy & Logistics Summit in 2019



● Logistics Supervisor

Stanley Black & Decker | May 2015 - Nov 2017

Managed import and logistic operations.

- Led the remodelling of the logistics infrastructure following the introduction of a business model change within the company
- Managed a massive stock transition (\$17m)
- Led the simplification of the customs processes products subject to different regulations



● Logistics and Customer Service Specialist

Nike | Dec 2009 - Jul 2014



● Supply Chain Analyst

Marks and Spencer | Sep 2006 - Dec 2009

Education & Training

2018 - 2018

● Bahcesehir University

Certification, Strategic Procurement & Negotiation Techniques

2018 - 2018

● Yildiz Technical University

Certification, Effective Management & Leadership

2002 - 2006

● Istanbul University

Bachelor's degree (BAC+4), Logistics & Transportation

1999 - 2002

● Sisli Terakki Lisesi

High School Diploma,