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28/06/1967 · LISBON | PORTUGAL

EXECUTIVE SUMMARY

Senior experience with +20 years in the Retail business, Logistics and FMCG, including different positions across the career path, working and leading Logistics Operations involving large teams and having responsibilities developing and implementing procedures and IT software, to ensure companies efficiency and achieve high standard logistics KPI's.

Lead initiatives that promoted multidisciplinary teams of high performance, focused on driving improvements through strategical planning, forecast analyses and development of sustainable procedures, coherent financial data and market knowledge. Ability to drive and lead talented and teams to higher levels of efficiency, promoting delivery quality, innovation, consistency, and measurable results.

SKILLS

General Management | Business Strategy | Business Planning | Forecasting Peaks | Processes Optimization | Stock and Loss Control | Shrinkage Control | Warehousing Strategies | Technology Focus | Cross Docking | Just In Time Processes | Cross Cultural Leadership Ability / Successfully in Team Building | Negotiation | Coaching

Languages: Portuguese (Native); English (Proficient); Spanish (Proficient); French (Fluent)

Technology Tools: Office (Excel Good Command); WMS Super User; Teams/Zoom (Advance)

PROFESSIONAL EXPERIENCE

Present Occupation:

At this moment, I have been working as logistics coach and consultant mainly for medium size companies in Portugal and Angola,

- September 2021, for 6 months, in Portugal, reorganized the warehouse and the delivery operation for a retail company selling board games, toys and comic books.
- March 2022, designed the warehouse circuits and the delivery operation for a wholesale sale company. Also wrote the manuals containing all the logistic procedures for the ISO 9001:2015 certification of a medical devices retail company. Both projects were developed in Angola, Luanda.
- Since February 2023 till september 2024 I was in Luanda reorganizing the warehouse and the store deliveries for a supermarket company. Installed a WMS system, trained the team and draw the procedures.
- Since November 2024 , I have has client a logistics service provider company that operates mainly in the frozen and positive cold market. I have been preparing for them the opening of a 14.000 sqm warehouse for positive and negative cold.

Deputy Manager

ECODI - SPAR Partner, Accra - Ghana | May 2019 till March 2021

João Alberto Rogado Ventura Guerreiro

MAIN RESPONSIBILITIES:

- Recruited in 2019, had under my supervision 3 teams: maintenance, supply chain and IT totalling 60 staff. The supply chain includes the management of a 3.500 sqm warehouse for dry goods, positive and negative cold rooms.
- In July 2020, led the conversion work to change the stores to SPAR brand, the company's new positioning.
- Led the scheduling of all subcontractors hired, mainly, construction, electricity, plumbing, marketing decoration, CCTV and IT.
- Led the operational team to assemble the lay-out designed by SPAR international to be used in the Ghanaian market.
- Managed all contracts for maintenance service providers, mainly generators, forklifts, trucks, tires supplying and diesel supplying.

ACHIEVEMENTS:

- Reduced warehouse stock in 30% by scheduling the main suppliers with 2 deliveries per month.
- Controlled the stock loss using FEFO, first expire first out, in the picking procedures.
- Designed procedures for preventive maintenance and IT visits to the stores.

Logistics Manager

MEGA CASH & CARRY, Luanda - Angola | August 2017 till April 2019

MAIN RESPONSIBILITIES:

- Managed a team of 70 having the full autonomy to supervise all the logistic routines in the store/warehouse. The areas supervised were, cycle counting, goods in, warehousing, picking, invoicing, goods out and reverse logistics.
- Led all operational tasks, implemented several cycle counting routines to increase stock control. These counting routines helped to prevent internal theft.
- Led the recruitment process to employ new staff and developed an induction program.

ACHIEVEMENTS:

- Reduce absenteeism in the logistics area to 5% by defining and implementing a bonus scheme.
- Reduced the diesel consumption by using a GPS system to develop and track routes for the deliveries.

Supply Chain Manager

OLICARGO SA, Luanda - Angola | November 2016 till May 2017

MAIN RESPONSIBILITIES:

- Recruited to manage the 3PL contract to the retail brand "Candando". Responsible for all the logistic routines of a 10.000 sqm warehouse for dry goods. The team of 110 people was divided into two shifts.
- Led the negotiations to subcontract the fleet for the deliveries.
- Managed the outsourcing contracts for cold storage, both types, positive and negative cold.

ACHIEVEMENTS:

- Increased warehouse productivity in 20% by implementing a bonus.
- With the increase of productivity, also managed to reduce the head count.

Coach/Logistics Consultant

JUMBO SUPERMARKET SA, Luanda - Angola | February 2016 till September 2016

MAIN RESPONSIBILITIES:

- Retail company with 1 store located in Luanda and \$200M annual gross sales. Appointed to redesign the logistics processes and to prepare an expansion plan for 6 stores and a warehouse.
- Designed new procedures for goods in, store deliveries and reverse logistics.
- The procedures were presented to the board, approved, and shared with the team in training sessions.
- Organized warehouse picking area by FEFO, first expired first out.
- Led a process of monthly inventory counting for the class A rotation products.
- Designed the lay out for the future 6.000 sqm warehouse.
- Designed the deliveries schedule for the future store openings.

Distribution Centre Manager

DIA PORTUGAL SA, Lisbon - Portugal | March 2008 till September 2015

MAIN RESPONSIBILITIES:

- Incorporated in the company with the mission to improve the operation of a 25.000 sqm warehouse located in Lisbon. The warehouse included all the areas, dry goods, positive and negative cold, supplying 245 stores.
- Reorganized the warehouse lay-out by an ABC curve of sales.
- Implemented the reverse waste management system (mandatory by Law).
- Responsible for the reverse logistic of pallets and fruit boxes (pooling system).
- Responsible for the reverse logistics of beverage containers and bottles.

ACHIEVEMENTS:

- Reduced the head count in 15% from 300 to 255.
- Reduced the fleet in 21,4% from 70 to 55 trucks.
- Developed a bonus that increased productivity in 20 % from 200 to 240 boxes picked per person per hour.

Project Manager

URBANOS SA, Lisbon – Portugal | January 2006 till December 2007

MAIN RESPONSIBILITIES:

- Hired to manage IKEA's Lisbon home delivery operations.
- Managed a team of 26 employees and 14 subcontracted drivers
- Responsible for the deliveries contracted in store.
- Responsible for the deliveries and pick-ups scheduled by Ikea's client help line.

ACHIEVEMENTS:

- 96% level of client satisfaction achieved via telephonic surveys conducted by Ikea.

Warehouse Manager

LACTOGAL SA, Lisbon – Portugal | September 2000 till December 2005

MAIN RESPONSIBILITIES:

- Reporting to the logistics director, managed a team 70 staff, working on rotating shifts in a 3000 sqm, whose mission was to supply dairy goods to all supermarket companies, small retail and HORECA clients.
- Negotiation of all contracts needed, transportation, cleaning, maintenance, security, and 3PL warehousing.
- Led the project to double the warehouse storage area, from 3000 to 6000sqm.
- Customized the WMS software.

- Led the ISO 9001:2000 project as internal auditor

Store Manager

SONAE SA, Several locations, Portugal and Brazil | April 1993 till August 2000

MAIN RESPONSIBILITIES:

- In SONAE after completing the internship period, I worked as IT Support for 3 years and subsequently became Store Manager. Also worked in Brazil in a company owned by SONAE.
- Responsible for 20 million euros of annual sales, store size 4000sqm and a head count of 120.
- Executed the marketing plan designed for the store.
- Budget and Inventory control.
- In Brazil was responsible for the renewal and enlargement of 2 stores.
- Managed Store openings as IT field manager.

ACADEMIC QUALIFICATIONS

- **Leadership and Management Diploma**, AESE Business School, Lisbon 2014
- **Post-graduation in Occupation health & safety**, Setubal Polytechnic Institute, 2003
- **Degree in Hotel Management**, Estoril Hotel Management School, 2002
- **Bachelor in Hotel Management**, Porto Hotel Management School, 1991
- **First Certificate in English**, Lisbon British Council, 1988