

Tamas Bakon

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Change and Project Management

Operations & Project Leader | Change Management | Process Transformation

13+ years of international experience leading operations, supply chain and business transformation projects. Skilled in driving organisational change, implementing digital and manual systems and leading multi-country portfolios. Known for combining structured methodologies with an adaptable, people-focused approach to deliver efficiency, cost savings and the foundations for future growth.

Work experience

Process Specialist (HU - Freelance)

May 2024 - June 2025

Built, prepared, trained and implemented workflow-based task automations (AI and non-AI) and enhanced communication channels between departments with cross-functions.

- Led process optimisation programs, building modular structures
- Delivered KPI improvements with analytical reporting structures
- +0.9% profit increase through automation of communication-related admin tasks

Regional Operations Manager (HU - TIER Mobility)

March 2022 - February 2024

Owned regional P&L and strategic delivery across Hungary with a team of 40+ and a fleet of 10k e-scooters with 8 warehouses across 7 cities.

- Directed organisational changes during expansion and contraction phases, aligning operations and technical teams.
- Led performance management through data-driven KPIs and stakeholder reporting
- -21% operational cost reduction by leading warehouse and workflow transition

Head of Supply Chain (UK - CTO Lighting)

October 2018 - May 2021

Led end-to-end CRM and WMS implementations, ensuring adoption through training and communications.

- Negotiated contracts, upheld standards and enhanced collaboration across departments
- Delivered cost control and deadline adherence
- +8% margin growth by restructuring procurement as part of a transformation program with supplier onboarding and change communications

Supply Chain Project Manager (UK - Freelance)

January 2015 - February 2022

Delivered multi-year transformation projects in manufacturing, logistics and supply chain throughout multiple EU countries.

- Applied structured methodologies to process design and simplification
- Conducted QA and efficiency audits across international clients
- -12% production cost via international relocation of production, supported by risk management and stakeholder engagement

Strength

- Program and project management (portfolio governance, risk & issue management, structured reporting)
- Change management and communications (adoption, readiness, stakeholder alignment)
- Process design, development, automation and digital transformation
- Analytics-based performance improvement and decision making
- Cross-functional and multi-country leadership

Key Achievements

- +8% margin growth (New procurement structure)
- +0.9% profit increase (Automation of communication-related admin tasks)
- -12% production cost (Relocation of production internationally)
- -21% operational cost (New warehouses and workflows)

Languages

- **Hungarian:** Native
- **English (UK):** Business Proficient
- **German:** Advanced conversational
- **Danish:** Basic Conversational

Tools and Technologies

- Cloud based an on-premise ERP, CMS and WMS systems (e.g. Salesforce, SAP, Xero)
- Automation platforms (e.g. N8N, Make, Zapier)
- Operating systems (e.g. iOS, Microsoft)

About me

Open-minded, process driven and out-of-the-box thinker who challenges norms. Detail-oriented and data-backed decision-maker who thrives in driving change. Seeking roles where strategic thinking, systematic process development and efficiency gains are core values.