

# Tamas Bakon

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Operational Excellence | Lean, Agile, BPR | End-to-End Process Optimisation

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## Continuous Improvement and Business Transformation Manager

International experience leading operations, supply chain, business transformation and turnaround 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.

## Experience

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Business Transformation Manager (HU - HelpTrak) May 2024 - November 2025

Built, trained, piloted and implemented workflow-based task automations (AI and non-AI) to enhance information flow and communication between individual departments and leadership.

- Improved turnaround time and operations profit margin with the BPR and Lean methods
- Automated analytical report creation securing continuous process improvement
- +0.9% profit increase through operational transformation

Regional Operations Manager (HU - TIER Mobility) March 2022 - February 2024

Owned regional P&L and strategic delivery across Hungary a 40+ team and a fleet of 10k e-scooters with 8 warehouses across 6 cities.

- Directed Agile organisational changes during expansion aligning HQ, operations and the remaining teams
- Led through performance management by data-driven KPIs and stakeholder reporting
- -21% operational cost reduction with warehouse and workflow transition projects

Head of Supply Chain (GB - CTO Lighting) October 2018 - May 2021

Led end-to-end system 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 (GB - Freelance)

January 2014 - July 2018

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

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- 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
- Cross-functional and multi-country leadership

## Key Achievements

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- +24% workforce utilisation (Tailored task management system automation)
- +8% margin growth (Start-to-finish process architecture)
- -12% production cost (GB to HU production relocation)
- -21% operational cost (One of a kind operational warehouse design)

## Languages

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- **Hungarian:** Native (C1)
- **English (GB):** Business Proficient (C2)
- **German:** Advanced conversational (B2)
- **Danish:** Basic Conversational (A1)

## Tools and Technologies

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- 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)
- Business methodologies (Lean Six Sigma, Agile, BPR)

## About me

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Disciplined, out-of-the-box thinker who challenges norms. Data-backed decision-maker who thrives in driving change whilst continuous learning. Seeking roles where systematic process development and efficiency gains are core values. I'm a fixer, simplifier, transformer.