# Billy Leung

**Head of Supply Chain Technology**

## CAREER STATS

**20+**
YEARS EXPERIENCE

**TPW[1]**

**$326M → $600M+**
REVENUE SUPPORTED

**0 → 20**
TEAM BUILT

**7**
WAREHOUSES INTEGRATED

**P&G[2]**

**95%+**
FORECAST ACCURACY

**99%+**
CUSTOMER SERVICE LEVEL

**99.7%**
INVENTORY RECORD ACCURACY

**40%**
TRANSPORT COST REDUCTION

**API[3]**

**$15M**
EXCESS INVENTORY CUT

**4.1 days**
CASH CYCLE IMPROVEMENT

## CONTACT

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**Head of Supply Chain Technology** with 20 years across e-commerce, fast moving consumer goods, pharmaceutical and management consulting. Built and led the supply chain technology department at Australia's largest pure-play online furniture retailer as a demonstrated end-to-end transformation: growing from one person to 20, owning the department budget, technology profit and loss (P&L) and tier-1 vendor commercials, supporting revenue growth from $326M to $600M+. Core strength is taking new technology from ideation through prototype testing into live operations at scale. Relocating to Hong Kong, November 2026.

### Head of Supply Chain Technology

Jun 2021 – Present · 5 yrs

**Temple and Webster[1] (ASX: TPW) · Australia's Largest Pure-Play Online Furniture Retailer**

- Head of department reporting to the Chief Operating Officer; co-founded the Supply Chain Technology department, growing it from 1 to 20 people across 6 autonomous squads on an Australia and offshore hybrid delivery model; designed the operating model and organisation structure for the team; led solution architects, product managers, developers and analysts; owned hiring, career development and performance management end to end; cross-functional bridge between supply chain and engineering.
- Owned the department operating budget and the multi-million dollar technology profit and loss (P&L); negotiated and governed tier-1 vendor contracts across SAP, Salesforce and NICE; drove cost governance, actively rationalising software spend to reinvest into internal engineering capabilities and high-return custom microservices.
- Led enterprise technology strategy across enterprise resource planning, warehouse management, transport management, customer relationship management and contact centre platforms; authored and executed the multi-year Enterprise Supply Chain Technology Horizon and Target Architecture, systematically decoupling monolithic core systems into scalable event-driven services supporting enterprise revenue expansion from $326M to $600M+; drove the roadmap for artificial intelligence planning, third party logistics network optimisation, software as a service integration and emerging technology.
- Bridged executive leadership (Chief Operating Officer, Chief Financial Officer, Chief Information Officer) and engineering through weekly executive stand-ups and embedded sprint reviews, aligning supply chain technology performance directly with delivered margin and customer outcomes; enterprise Change Advisory Board member driving technical governance and release risk management across production planning, warehouse and transport systems, safeguarding peak trading with zero severity-1 or severity-2 disruptions.
- Engineered an artificial intelligence carrier selection engine and fuel surcharge model, lifting cart shipping cost recovery from 60% to 76%+.
- Architected the Asian International Consolidation Centre (bonded logistics centre) in China, breaking supplier minimum order quantities, holding stock upstream, automating landed-cost valuation, and opening the international market expansion path.
- Owned the full technical engine behind enterprise resource planning, warehouse management, transport management, carrier integrations and supplier operations: the SAP Business One stack, licensing and zero-downtime migration to Google Cloud Platform; in-house transport management system and branded last-mile network across Australian metro cities with dynamic driver route dispatch, live customer tracking and white-glove delivery; unified national third party logistics network across 6 distribution centres with real-time order manifest and advance shipping notice synchronisation.
- Integrated the in-house order management system with the full supply chain technology stack: SAP, Salesforce, transport management, parcel track and trace, carrier integrations, resolution chatbots and the contact centre customer experience platform.
- Led the enterprise replenishment and forecasting transformation, integrating SAP Business One with BigQuery data pipelines across private label and dropship catalogues.
- Orchestrated the contact centre Customer Care as a Service (CCaaS) transformation (NICE CXone) with autonomous artificial intelligence resolution bots, cutting the order-to-contact ratio from 28% to 19% while holding a post-delivery net promoter score of 65.

### Management Consulting Manager

Jul 2017 – Dec 2019 · 2.5 yrs

**Accenture (NYSE: ACN) · Global Management and Technology Consulting Firm**

- Applied hands-on supply chain operations experience to management consulting, bridging strategy and practical delivery across operating model design, technology transformation and supply chain process redesign.
- Led SAP implementation, zero-base budgeting and operating model design workstreams across concurrent client engagements with onshore and offshore team management; part of the leadership team enabling a 100+ practitioner supply chain consulting practice across beverage, retail, pharmaceutical, energy, telecom and airline clients.
- Designed the end-to-end new product development architecture across 9 process areas feeding SAP for an Australian Securities Exchange beverage leader; redesigned a 147-activity merchandise operating model for a major department store chain.
- Architected the artificial intelligence in procurement capability blueprint across 9 functional domains for a national airline; streamlined field service parts logistics across national broadband van fleets.

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**Head of Supply Chain Technology**

## EDUCATION

2010 · APICS
**Certified Supply Chain Professional**

2008 · APICS
**Certified in Production and Inventory Management**

2001 · University of Sydney
**Bachelor of Computer Science**

## DOMAIN EXPERTISE

- E-commerce · Fast moving consumer goods · Pharmaceutical
- Supply chain planning · Demand planning · Sales and operations planning
- Inventory optimisation · Warehouse management · Third party logistics
- Enterprise resource planning (SAP) · Salesforce platform · Warehouse and transport systems
- Artificial intelligence integration · Artificial intelligence chatbots and autonomous resolution agents · Agile delivery
- Department leadership · Profit and loss ownership · Operating model design
- Contact centre and customer service platforms (NICE CXone)
- Enterprise architecture and technology strategy
- Program and change governance
- International supply chain and landed-cost management
- Sourcing and procurement
- Distribution centre automation and network design
- Vendor commercial · Management consulting

## National Inventory Efficiency Lead

Feb 2016 – Jun 2017 · 1.5 yrs

**Australian Pharmaceutical Industries[3] (ASX: API) · National Pharmaceutical Wholesaler**

- Focus role to eliminate inventory waste across a $330M national pharmaceutical distribution network; reduced $15M of excess inventory in 6 months through supplier engagement and cross-functional initiatives; built an Inventory Control Tower for true cost visibility and key driver analysis.
- Delivered $14.4M net inventory reduction ($413.8M to $399.3M) during 5.8% revenue growth to $4.1B, improving the cash conversion cycle by 4.1 days and increasing free cash flow by 22% to $102M (cited in Australian Securities Exchange filings).
- Re-engineered core material requirements planning parameters across safety stock formulas, minimum order quantities, reordering points and supplier lead-time buffers across national wholesale distribution centres.

## Supply Chain Manager, Multiple Roles

Mar 2008 – Feb 2016 · 8 yrs

**Procter and Gamble[2] (NYSE: PG) · Australia and New Zealand**

- **2014 to 2016, Australia and New Zealand demand planning manager:** owned the hair professional care division sales and operations planning and forecast results across 5 brands including Wella; led inventory efficiency across 6 warehouses; best-in-class regional forecast accuracy; built product launch plans and owned the SAP demand planning module process.
- **2009 to 2013, Australia and New Zealand systems and distribution transformation lead:** country owner of the SAP materials management module and warehouse management system; business-side lead of the Hewlett-Packard outsourced technology model (technology analysis, operations leadership, process design): mega distribution centre system implementation and SAP integration; third party logistics service level agreement and standard operating process ownership; shuttle racking warehouse automation; brand acquisition and exit migrations including AmbiPur and Pringles; New Zealand mega distribution centre launch; Australia plant shutdown and transition to Thailand.
- **2008 to 2010, Material Planner, hair care manufacturing plant:** owned the supplier relationship and material requirements planning process on SAP; implemented just-in-time supply with raw and packaging material suppliers; built finished product sufficiency plans through planned shutdown and transition periods.
- **Demand and transition highlights:** best-in-class regional forecast accuracy at 95%+ with 99%+ customer service level; 40% reduction in distribution transportation cost; 6-warehouse third party logistics migration; manufacturing plant closure and transition planning.
- **Integrated business planning and manufacturing transition:** led the monthly Integrated Business Planning cycle across the Australia and New Zealand salon professional division, aligning cross-functional sales, marketing and supply operations; engineered raw material run-out and packaging phase-out schedules for a major manufacturing plant closure, preventing obsolete stock write-offs with zero factory stockouts.
- **Warehouse operations:** 99.7% inventory record accuracy; warehouse management system implementation lead; enterprise resource planning and warehouse management subject matter expert for Australia and New Zealand distribution centres.

## Purchasing Officer

Oct 2005 – Feb 2008 · 2.5 yrs

**Epson (TSE: 6724) · Global Japanese Electronics Manufacturer**

- Direct procurement, import and export, and material supply planning for printers, projectors and point-of-sale systems across Australia; executed direct procurement purchase orders and safety stock replenishment for commercial point-of-sale hardware, projectors and consumer printers, sustaining 98%+ stock availability.
- Managed containerised sea and air freight movements from Japanese and Southeast Asian manufacturing facilities into Australian distribution centres, ensuring zero port demurrage penalties.