

Man Kaur
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Professional Profile

- Currently pursuing a Bachelor of Business Administration in Supply Chain Management
- Strong organizational and leadership skills; highly skilled in managing a team of 15 people
- Over 3 years of work experience in leading teams, office administration, customer service, and warehouse work
- Excellent interpersonal, communication, and customer service skills; ability to build a relationship with clients and meet their needs
- Exceptional analytical, problem-solving, and teamwork skills; demonstrated ability to improve processes and make things efficient
- Proficient in Microsoft Office Suite (Word, Excel, Outlook, PowerPoint); highly skilled in data entry, research, and documentation

Formal Education

Bachelor of Business Administration specialization in Supply Chain Management, Yorkville University, New Westminster, BC, 2021-Present

Diploma in Business Administration, Keystone College, Surrey, BC, 2020-2021

National Diploma in Computer and Security, Newton College of Business and Technology, Auckland, New Zealand, 2016-2018

Relevant Skills and Accomplishments

Organizational, Leadership, and Administrative Skills

- Facilitated onboarding training-related programs to new hires as a Seasonal Learning Coordinator which resulted in their smooth transition to work
- Coordinated training sessions based on site/regional needs, kept tracking and provided post-training debriefs to the site operations teams and the Learning Team
- Performed all learning-related audits and supported any operational audit initiatives
- Reviewed performance and supported any identified retraining opportunities
- Developed and tracked the effectiveness of training programs. Monitored adherence to the established training programs to ensure standard work in the training programs
- Documented feedback and audit results to help the learning department identify strengths as well as areas of improvement
- Managed a team of 15 people by providing coaching, assigning tasks, and providing supervision

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Organizational, Leadership, and Administrative Skills-Continued

- Implemented the Standard Operating Procedures (SOP) to ensure workplace safety
- Performed data Entry and modification using DocBase software within the company's server for Pacific Steel
- Ran inventory stock reporting system and cross-referencing with physical items for accuracy
- Collected, recorded, and audited site assets against physical records with zero errors

Interpersonal, Communication, and Customer Service Skills

- Assessed development needs for individuals and groups; understood workflow and daily production goals
- Communicated with peers, colleagues, and staff with courtesy to run the operations smoothly and efficiently
- Solved any work-related issues by providing support to colleagues and staff and assisting them to learn the work quickly and efficiently
- Resolved customer complaints by addressing packages delivery delays and sorting the delivery problems and recommending the solutions

Analytical, Problem-Solving, and Teamwork Skills

- Solved problems by reacting quickly and productively and serving as a resource for specific problems and undertaking the appropriate steps to resolve
- Delt with more than 100 delivery drivers and resolved issues with delivery delays to ensure customers' product delivery on time
- Resolved issues regarding all the returns and sent those packages to the appropriate warehouses while prioritizing multiple tasks
- Implemented multiple 5s zones in a warehouse to process the products efficiently
- Worked as a Problem Solver at Amazon warehouse with multiple team associates by addressing and solving work-related issues productively and timely
- Acted as a team member of the Joint Health and Safety Committee (JHSC) and contributed to the continuous improvement of health and safety at the organizational level

Work History

Seasonal Learning Coordinator, Amazon Logistics (DVV5), Burnaby, BC, Nov. 2021 – Present

FC Associate Level 1, Amazon Logistics (DVC1), Burnaby, BC, 2020 October – Present

Seasonal Delivery Driver, Enroute 24 7, Burnaby, BC, 2022

Team Leader, Steelcraft Engineering, Auckland, New Zealand, 2018-2019