

# NEELAKSH MEHRA

## Shipping Coordinator

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Aspiring professional with a focus on supply chain management and operations, targeting to leverage analytical skills and business acumen in a strategic role within dynamic organizations, particularly in Delhi NCR.

### PROFILE SUMMARY

- Versatile Supply Chain, Finance, and Customer Service Professional** with 2 years of experience optimizing logistics, inventory management, and financial processes to enhance efficiency, accuracy, and cost-effectiveness.
- Pursuing an MBA & Data Analytics Certification** to develop data-driven decision-making, financial analysis, and business intelligence for operational excellence.
- Expertise in supply chain optimization, financial planning, and customer service excellence, ensuring seamless operations, cost reduction, and improved client satisfaction.
- Proven capability to streamline shipping operations, inventory control, and procurement strategies, minimizing costs and maximizing resource utilization.
- Skilled at financial analysis, budget management, and forecasting, contributing to cost-effective supply chain strategies and profitability enhancement.
- Strong background in customer service management, fostering positive client relationships, conflict resolution, and process improvements to elevate customer experience.
- Proficient in AWS (S3, IAM, Glue), MS Office, and data analytics tools, leveraging technology to improve financial reporting, operational efficiency, and supply chain visibility.

### CORE COMPETENCIES

- Supply Chain Optimization
- Operational Efficiency
- Financial Analysis
- Customer Centric Approach
- Inventory Control Strategies
- Process Improvement Techniques
- Customer Relationship Management
- Logistics Coordination
- Data Analysis
- Demand Forecasting
- Customer Satisfaction
- Warehouse Operations
- Stakeholder Engagement
- Performance Metrics Analysis
- Strategic Planning

### TECHNICAL SKILLS

- Amazon Web Services (AWS): S3, IAM, Glue.
- MS-Office
- MySQL

### SOFT SKILLS

- Strategic Thinking & Decision-Making
- Leadership & Team Management
- Negotiation & Persuasion
- Mentoring & Guiding
- Problem-Solving & Critical Thinking
- Cross-Functional Coordination
- Adaptability & Change Management

### CERTIFICATION

- Data Analytics and Generative AI | ICT Academy, IIT Kanpur | Pursuing

### EDUCATION

- MBA** from Swami Vivekanand Subharti University, UP | Pursuing
- Post Baccalaureate Diploma in Operations and Supply Chain Management** from Kwantlen Polytechnic University (KPU), Surrey, Canada | 2023
- BBA** from Guru Gobind Singh Indraprastha University, Delhi | 2021

### WORK EXPERIENCE

#### Sep'23 - Mar'25 | Shipping Coordinator | Richmond Packaging, Richmond, British Columbia

##### Key Responsibilities:

- Executed end-to-end logistics documentation management, ensuring compliance with regulatory standards and optimizing shipping accuracy, invoicing precision, and supply chain transparency.
- Implemented a First-In-First-Out (FIFO) inventory strategy, mitigating stock obsolescence risks, enhancing inventory turnover, and sustaining optimal product lifecycle management.
- Administered inventory slotting and cataloging strategies, enabling seamless SKU tracking, expediting order fulfillment, and minimizing backorders and stockouts.
- Directed daily shipping and receiving workflow, leveraging real-time logistics analytics to drive efficiency, minimize bottlenecks, and enhance throughput.
- Led workforce development by driving training initiatives, cultivating high-performing teams and integrating lean operational strategies.

**Dec'22 - Aug'23 | Warehouse Associate | Stryder, Richmond, British Columbia****Key Responsibilities:**

- Synchronized inventory management with sales and marketing strategies, ensuring optimal stock allocation for promotional events and high-demand sales campaigns.
- Executed precise order processing workflow, maintaining 99%+ fulfillment accuracy to enhance customer satisfaction and service-level compliance.
- Optimized inventory replenishment cycles, minimizing stockouts and ensuring continuous product availability to support revenue targets.
- Implemented lean operational enhancements, reducing lead times and streamlining fulfillment processes, resulting in higher order accuracy and improved delivery timelines.

**Apr'22 - Dec'22 | Customer Service Attendant | Petro Canada, Vancouver, British Columbia (Part-Time)****Key Responsibilities:**

- Operated the POS system to process transactions, apply discounts and loyalty rewards, and ensure seamless customer checkouts.
- Managed inbound customer inquiries, providing real-time assistance on promotions, product details, and account-related queries, enhancing customer engagement and satisfaction.
- Compiled and analyzed daily sales reports for fuel, oil, and accessories, ensuring accurate revenue tracking and inventory reconciliation.
- Reconciled cash registers with POS system records, maintaining 100% transactional accuracy and ensuring compliance with financial controls.

**PERSONAL DETAILS**

<b>Address</b>	: Delhi
<b>Date of Birth</b>	: 05 - 09 - 2000
<b>Languages Known</b>	: English, Hindi and Punjabi.