

Motivated and detail-oriented Bachelor of Commerce student majoring in Supply Chain Management at Curtin University. Strong academic and practical foundation in procurement, inventory control, logistics coordination, and data-driven decision-making. Proficient in tools like SAP (introductory), Power BI, and Salesforce, with experience across warehousing, digital platforms, and client services. Adept at streamlining processes, tracking metrics, and supporting supply chain operations end-to-end. Seeking a supply chain internship or graduate role to support procurement, logistics optimisation, and vendor performance initiatives.

Skills

Inventory Management	Data Analysis	Microsoft Office	Time Management
Problem Solving	Process Improvement	Salesforce	Customer Service
Team Leadership	Microsoft Excel	Microsoft Word	Microsoft Teams
Power BI	Schedule booking	OHS Compliance	

Courses

Forklift & High Reach License, Jun 2025

License4Work

First Aid License, Jul 2025

License4Work

Employment history

Everyday and Customer Banking Specialist, Commonwealth Bank, Mar 2024 - Aug 2025

Perth

- Process 50+ customer applications daily with 99% accuracy, improving workflow efficiency
- Guide clients through digital services, reducing branch queues by 20%
- Support customer onboarding with a focus on compliance and fraud detection
- Enhance communication skills and risk awareness for procurement and audit processes
- Guided clients through digital services, effectively reducing branch queues by 20% and enhancing overall customer satisfaction.

Specialist, Apple, Aug 2023 - Mar 2024

Booragoon

- Managed high-volume sales and product support, serving 50+ customers per day
- Maintained 98% inventory accuracy through stocktake coordination and back-end systems
- Resolved 90% of technical issues in-store, preventing service escalations and delays
- Liaised with supply chain and delivery partners to ensure accurate inbound/outbound orders
- Enhanced customer engagement strategies, resulting in a noticeable increase in customer satisfaction ratings and repeat visits.

Shift Manager, McDonalds, Apr 2022 - Aug 2023

- Managed shifts with 10+ crew, ensuring seamless operations and top-tier customer service.
- Ensured full compliance with food safety standards, maintaining a safe work environment.
- Supervised cash handling and inventory, optimizing efficiency through precise monitoring.
- Trained new employees, boosting team performance and customer satisfaction.
- Enhanced operational efficiency through effective team leadership and problem-solving.
- Streamlined shift schedules to maximize staff productivity, achieving noticeable improvements in service speed and customer satisfaction.

Education

Curtin University, Bently, WA

Bachelor of Commerce - Supply Chain Management and Logistics, Minor in Business IT

Course Weighted Average (CWA): 66.23 – Good Standing

Relevant Coursework:

## Education

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- Supply Chain Management – Procurement strategies, global logistics coordination, sustainability
- Supply Chain Logistics – Transportation, warehousing, and stock management systems
- Supply Chain Decision Analytics – Demand forecasting, cost modelling, network design
- Analytics for Decision Making – Business reporting, KPI tracking with Excel & Power BI
- Business Information Systems – ERP fundamentals, SAP navigation, digital procurement tools
- Markets and Legal Frameworks – Vendor contracts, trade compliance, risk analysis

## Links

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Personal Website

## References

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Shubham Magar

Western Power

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Nerissa Santa Maria

Commonwealth Bank

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## Additional information

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### Projects & Involvement

Supply Chain Student Club (Curtin University)

Treasurer

- Designed club logo and branding collateral.
- Contributed to event coordination and industry networking initiatives to connect students with supply chain professionals.