

# Manish Shivale

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## Professional Summary

With 6 years of experience as an Inventory Management Administrator and end user support within the IT industry, I bring expertise in inventory management, purchase management, shipping, receiving, operation, cross-functional collaboration, stockroom management, data analysis, and stakeholder reporting of IT equipment across multiple sites. Proficient in ERP / EAM (BMC Remedy) software, Excel, Power BI, Access, SQL, ServiceNow. Familiar with SAP warehouse management software, warehouse operation support and CIFFA certified for custom documentation and logistic coordination. Take pride in business process improvement, leveraging data-analytical tools and outgoing soft skills.

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## Work Experience

### Inventory Management Administrator / Asset Coordinator

CGI | Markham, ON

February 2021 - March 2025

#### Inventory Management

- **Hardware Asset Management:** Managed 1500+ physical IT assets onsite, monitored inventory levels across 4 sites, tagged assets with barcode for asset tracking and ensuring that stock levels are optimized to meet demand without overstocking.
- **Inventory Reconciliation:** Conducted data integrity audits through monthly **cycle count** and reconciliations of assets, working with physical inventory and systems to ensure alignment and minimize discrepancies.
- **Process Improvement:** Developed a VBA-based inventory transfer system that cut processing time from 15 to 3 minutes for 400-record transfers, boosting productivity by 80% and reducing manual errors.
- **Inbound / Outbound shipment and Stock transfer:** Coordinated the shipping and receiving of IT equipment, including the processing and tracking of equipment purchase and refresh tickets, ensuring timely and accurate delivery to end-users and across 4 sites.
- **Stockroom Management:** Managed three stockrooms, organizing inventory with tagged and barcoded shelves for easy access, usability based on different ticket types, and ensuring safe and efficient storage solutions.

## Reporting and Recommendations

- **Asset and Utilization Reporting:** Analyzed large data sets of IT assets across Canada and created key asset management reports such as Asset Utilization, Asset Expansion, Assets by Location, and Assets by Category using Power BI and Excel Pivot Tables. These reports provided insights into asset efficiency, location distribution, assisting in meeting forecasting needs and finally improving reorder points accuracy.
- **Deployment and Ticketing Analysis:** Tracked the number of assets deployed through various ticket types (onboarding, offboarding, peripheral requests, etc.) on a monthly basis and by maintaining a central database in Access.
- **Stakeholder Reporting:** Presented stakeholders such as the Team Leader, BU IS IT Manager, and Director to optimize inventory related tasks and make informed decisions on demand planning, inventory forecasting, asset allocation and management.

## Procurement Management

- **Procurement of IT Equipment and Supplies:** Managed procurement requisitions for IT equipment, desktide shipping, packaging, and office supplies across four sites, ensuring accurate inventory levels based on min/max thresholds, consumption patterns, and forecasting needs.

## Training and Collaboration

- **Training and Onboarding of Technicians:** Trained new onsite technicians on asset management processes, including shipment tracking, operation, and disposal procedures.
- **Desktop Support:** Helped with laptop imaging, configuration, replacement, onboarding, offboarding, hardware repair and depot maintenance.
- **Led Inventory min/max meeting:** Coordinate schedules, meetings, and communications using Microsoft Outlook and Microsoft Teams for Stock transfer across sites.

## Documentation

- **Centralized Documentation Management:** Managed ongoing verification/compilation of paperwork, including packing slips, transfer forms, disposal records, physical inventory reports, order sheets, Min/Max spreadsheets, and previous audit reports, to ensure accurate tracking, proper disposal procedures, and compliance during audits and environmental reporting.

## Customer Support Representative

Sutherland | Windsor, ON

September 2019 - December 2021

- Provided incident response, management, and resolution for technical issues and billing inquiries related to ESPN+, Disney+, and Paramount+ subscription services.
- Handled 35-40 customer calls per shift, assisting with account creation, data retrieval, product inquiries, and service cancellations.
- Managed a high volume of daily customer interactions using internal databases and ticketing systems (ServiceNow).
- Acted as a Subject Matter Expert (SME) and Supervisor, guiding and supporting newly hired team members and overseeing their progress.
- Delivered high-quality customer service, consistently achieving a 90-95% customer satisfaction rating.
- Responded to 120+ customer queries via email and webchat per shift, maintaining professionalism and timeliness in communication.
- Led a team of 30 technical support specialists during the overnight launch of Disney+ in North America, ensuring a smooth rollout and rapid issue resolution.
- Trained new hires for verbal and written communication skills required to handle calls under mentor/mentee programs.

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## Education

### International Business Management (Logistics System)

St. Clair College, Windsor, ON

May 2019 - August 2020

- GPA: 3.95
- Award: Faculty Academy Award

### Bachelor of Business Administration

Amity University, Indore, India

August 2015 - September 2018

- GPA: 4

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## Certifications

- **Certified International Freight Forwarder (CIFFA)** Issued: August 2020
- **Analyze Data with SQL (Skillsoft),** Issued: March 2024
- **Discovering Extended Warehouse Management with SAP S/4HANA** Issued: April 2025
- **Microsoft Business Analysis Fundamental (Coursera)** - Ongoing

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## Skills

- **Microsoft Excel:** Proficient in VLOOKUP, XLOOKUP, CONCATENATE, SUMIFS, Pivot Tables, Macros, and VBA (5+ Years)
- **ERP Systems:** SAP S/4 HANA (1 year), Oracle PeopleSoft (3 year)
- **Ticketing Systems:** Experienced in ServiceNow (2), BMC Remedy (3 Years)
- **Power BI:** Proficient in DAX, creating Dashboards with Dynamic Charts and Graphs (2 years)
- **Finance and Accounting:** G/L Accounting, Reconciliation, Budgeting, Price Analysis, and Forecasting (1 Year)
- **Soft Skills:** Strong organizational, analytical, and problem-solving skills, with the ability to multitask effectively (5 Years)

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## Additional Information

- **Availability:** available for all shifts within a 24/7 operation.
- **Relocation:** Open to relocation as needed
- **Work Authorization:** Authorized to work in Canada (Permanent Resident)
- **Languages:** English (Fluent), Hindi (Fluent)
- **Github:** <https://github.com/Shivale20>