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| **Baljeet Singh** | **647 227 4304**  **singh.baljeet@outlook.com** | |
| |  |  | | --- | --- | | **Experience** | | | **Dispatch Manager**  **Drakkar, Manitoulin Transport** | **Feb 2021-Present**  **Mississauga, Ontario** |   **Dispatch management: Team of 8 Dispatchers and 69 drivers**   * Scheduled and managed necessary resources to accomplish operational activities * Collaborated with other teams such as Dock, Dispatch and CSR to optimize operations * Coordinated with customers to understand their needs and to provide status of their shipments * Assigned deliveries and pickups to drivers in the best way possible to reduce cost and to maximize productivity * Monitor team's performance and provide constructive feedback * To ensure all health and safety procedures are being followed and provide trainings to drivers   **Data Analysis & Continuous Improvement:**   * Established KPI’s to quantify performance and implemented process to achieve higher efficiency * Performed data analysis using various tools such as SQL, Tableau, MS Excel etc. to create useful reports. * Identified areas of improvement and implemented new tools and processes accordingly * Implementing new tools to minimize human errors and to make everyone’s job easy | |
| |  |  | | --- | --- | | Planner  Group Robert | May 2018 – Feb 2021  Mississauga, Ontario |  * Planned daily and weekly operational tasks and scheduled resources accordingly * Defined KPIs and developed service level agreements for various projects and tracked delivery against objectives * Identified root causes of defects and implemented solutions accordingly * Coordinated with suppliers and partner carriers to ensure quality compliance and timely delivery Demonstrated coaching and team building skills to motivate and create a high performance environment * Dispatched drivers and assigned pickups in their dedicated regions * Scheduled drivers for highway and inter terminal runs * Facilitated monthly meetings with customers to provide status and to win more business * Coordinated with CSR to book appointments for DCs and manufacturing plants so they can be serviced on time without any error * Assisted drivers in trainings and understanding MTO’s procedures * Coordinated with suppliers and partner carriers to ensure quality compliance and timely delivery * Demonstrated coaching and team building skills to motivate and create a high-performance environment * Analyzed data to identify trends and to perform forecast  |  |  | | --- | --- | | **Material Coordinator**  **WescoAir** | **Feb 2018 – May 2018**  **Mississauga, Ontario** |  * Coordinated with field supervisors for product needs and delivery scheduling * Created and modified daily shipping schedules, in accordance with customer demands. * Coordinated shipping schedules with logistics companies and truck drivers as required * Tracked and reported key functional metrics to improve fill rates and turns * Performed cost and scenario analysis, and bench marking  |  |  | | --- | --- | | **Warehouse Supervisor**  **Everest Traders** | **Feb 2016 – Nov 2017**  **Mississauga, Ontario** |  * Analyzed sales and inventory data to determine product placement. * Managed project teams to coordinate the planning and physical move of products. * Managed weekly forecasts and replenishment planning for all material categories * Learned, managed and aimed to continuously improvement * Organized, trained and directed the staff to fulfill responsibilities.  |  |  | | --- | --- | | **System Analyst TCS** | **March 2013- Nov 2015 Pune, India** |  * Administered and maintained EAI (Enterprise Application Integration) system to ensuring the successful data flow among different modules achieving 99.9 % SLA * Accountable for resolving issues and for managing changes in the project * Monthly maintenance of system databases and servers of production as well as failover systems. * Administered messaging databases and servers with more than 5 million messages delivering per day. | |

**Education**

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| Supply Chain Management  Seneca College | 2016 – 2017  Toronto, Canada |
| Bachelor's in engineering  CSVTU | 2008 – 2012  Bhilai, India |
| **Certification** | |
| CSPO  Certified Scrum Product Owner | 2021  Scrum Alliance |
| CAPM  Certified Associate in Project management | 2016  PMI.org |
| SAP Product Portfolio | 2017  Seneca College |
| Introduction to Canadian Customs and Border Procedures | 2017  CBSA.ca |

**Tools/Software**

**MS Office Suite**: MS Excel (Functions, Pivot tables, Macros), MS Access, MS Project

**Data Analysis and Visualization**: SQL, Python, Tableau, Power BI

**ERP/TMS/WMS:** SAP, Bluejays TMS, Omnitracs TMS, AS400, Manhattan WMS

**Other**: C, Java(core), APIs, JIRA, Confluence