

GOKUL GANGADHARAN

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EDUCATION:

Durham College | *Data Analytics for Business Decision Making, Post Grad. Cert.* **Jan 2024-Dec 2024**

- Dean's Honours List | Co-op Work Term Eligibility for Fall 2024 (4 Months)

Humber College | *Supply Chain Management, Post Grad. Cert.* **Jan 2023-Aug 2023**

- Dean's Honours List

Indian Maritime University | *MBA in Intl. Transportation & Logistics Mgmt.* **Aug 2018-Jun 2020**

- Valedictorian (2nd Semester)

Central University of Kerala | *BA in International Relations* **Aug 2015-Jun 2018**

- Elected Campus Representative (Semester 5 & 6)

RELEVANT WORK EXPERIENCE:

Customer Success Owner / Team Lead **Feb 2022-Nov 2022**

Cogoport Private Limited (Freight Forwarding) | Bangalore, India

- Led client onboarding, oversaw customer pricing and team responses to customer RFQs
- Supervised key accounts of ITC & Chandigarh Sweets, generating \$415,000 in sales in 6 months
- Analysed pricing trends & evaluated routings to form the most cost-effective shipping solutions
- Coordinated comprehensive Air & Ocean, FCL & LCL export-import shipments
- Liaised with shipping lines to negotiate freight rates, Incoterms, process bookings, verify Bill of Lading and coordinated with cross-functional teams for on time payments & TEU onboarding.
- Operated special requirements shipments, including reefer, MSDS cargo, & customs clearance.
- Managed escalations and claims, ensuring team compliance with SOPs
- Maintained documentation for over 100+ client interactions through CRM, ensuring high service quality and compliance

Management Trainee **Nov 2020-Oct 2021**

Leap International Private Limited (Customs House Agent) | Chennai, India

- Oversaw customer service, Inventory & warehousing for the key account of JK Paper Limited
- Introduced a new stock report analysis method using MS Excel, reducing errors by 15% generated shipment forecasts, pricing reports & transportation plans for JK Paper shipments
- Executed cycle counts and stuffing planning for maximum cube space utilisation
- Proficient in MIS tools and shipping manifest management software (Descartes & Odex)
- Excelled in fast-paced, time-sensitive & high-transaction volume environment co-ordinating on time onboarding of 20' & 40' HC containers

ADDITIONAL WORK EXPERIENCE

Part-time Mixer Machine Operator **Jan 2023 - Present**

Wonderbrands Inc (Manufacturing) | Mississauga, Canada

- Operation & setup of bread line mixer machines with a turnout of 75 batches/shift following GMP guidelines
- Assisted timely infeed to the line conveyor belts ensuring production continuity & seamless changeovers during 12-hour shifts. Posted Production Confirmation & Goods Issue in SAP

- Backed in reorganizing the warehouse layout for improved ingredient retrieval using Electric Pallet Jack, reducing setup times by 10%
- Led a team initiative to redesign the sanitation process, ensuring a 30% faster cleanup adhering to environment health and safety protocols & Lock-Out Tag-out procedures

RELEVANT SKILLS:

- **MS Excel Advanced:** DAX, VB, Macros, Solver, Pivot Tables, Lookups, Formulas & Charts
- **SAP H4:** MM, PP, SD, AC (P2P, M2S, O2C), Production Confirmation, PGI, Replenishment
- **BI & Visualisation:** Power BI, Tableau, Visio, Lucidchart: Reports, Dashboards & Flowcharts
- **Python:** Visual Studio, Anaconda, Git-hub: Pandas, Numpy, Matplotlib, Scikit-learn, APIs,
 - ML Algorithms: Lin Reg, Log Reg, Classification Algorithms, DT, RF, SVM, K-means
- **DBMS:** SQL Server, DB Fiddle, MS Access, MS Azure, ETL, Data Migration

SOFT SKILLS: Self Starter | Quick Learner | Organized | Up Selling | Team Player | Detail Oriented | Multitasking & Task Prioritizing

PROJECTS:

- **Market Research & Analysis: Connexhealth** | April 2024
 - Performed market research on Connexhealth's competitors and similar entities to uncover the most effective login user interface for its diverse user base.
- **Commodity Export Statistics: Port of Vancouver** | May 2024
 - Developed integrated reports with bookmarks and drilldown functionality using Power BI and DAX.
- **Used Cars Market Analysis: Craigslist USA** | March 2024
 - Conducted analysis of US used car listings on Craigslist, utilizing Python for data pre-processing, cleansing, and analysis and Tableau Visualizations.
- **Attaining Sustainable Production: Wonderbrands Case Study** | Aug 2023
 - Used Lean Methodology to reduce wastage and promote sustainable manufacturing

CERTIFICATES:

- **MSI:** Lean Six Sigma White belt | Project Management essentials
- **LinkedIn:** Business Analysis Essentials | Excel Dashboard | Python for DA | SQL for DA | Power BI with DAX | Visual Storytelling in PowerPoint | Managing Gen Z

LANGUAGES KNOWN:

Fluent:

- **English** | IELTS 7.5
- **Malayalam** | Native
- **Hindi**

Beginner:

- **French** | Delf A1

HOBBIES/INTERESTS:

Capcut Video Editing | Canva/Google Portfolios | Photography | Fitness | Cycling | Motorcycles | Tech & Space