Himanshu Sharma Mobile: 97256076   Email: 2502133@sit.singaporetech.edu.sg

Objective

First-year undergraduate student passionate about digital transformation in supply chains. Interested in how AI, data analytics, and real-time visibility technologies are reshaping logistics and operations. Seeking to connect with professionals to gain insight into emerging technologies and sustainable, resilient supply-chain practices.

EDUCATION

Singapore Institute of Technology (SIT)   **Sept 2025 – Sept 2028**

- Bachelor of Science with Honours in Digital Supply Chain

Nanyang Polytechnic   **May 2019 – May 2022**

- Diploma in Business Management
- Specialisation in Supply Chain Management and International Business
- Director List (AY2019/2020)

WORK EXPERIENCE

DNDTS PTE LTD, Supply Chain Operations Assistant   **Aug 2025 – Nov 2025**

- Delivered professional services to **80-100+ customers daily** across omni-channels, maintaining high satisfaction levels.
- Resolved customer inquiries and operational issues, **reducing average resolution time by 10-15%**.
- Managed the customer service support centre, ensuring **accurate and 100% timely completion of basic tasks**.
- Oversaw logistics operations and prepared administrative reports tracking **20 shipments/week**, identifying workflow improvements and supply disruptions.

DB Schenker (Singapore), Shipping Officer (Ocean Export Intern)   **Mar 2021 – Aug 2021**

- Managed **>80 FCL and LCL shipments** for company clients, achieving **80% on-time delivery**.
- Assisted in **sea export operations** of high-volume, high-value goods, coordinating shipments from origin to delivery at consignee country.
- Performed operational duties including liaising with international partners, arranging transportation, carrier booking, billing, and container handling.
- Supported **Dangerous Goods (DG) reporting with 100% accuracy,** tracked vessel ETAs, and managed critical shipping documentation to ensure accuracy and compliance.

Uniqlo (Singapore) PTE LTD, Retail Assistant   **May 2018 – Mar 2021**

- Providing customer service of the utmost level to customers and ensure customer satisfaction
- Performing back-end and front-end operational duties ranging from delivery received, stock room to sales floor and cashiering with precision and efficiency
- Keeping up to date with product knowledge and company guidelines
- Provide critical feedback in improving sales and crowd flow to the store and certain division of product

CO-CURRICULAR ACTIVITIES

Head Of Manpower, NYP Supply Chain Club   **May 2019 – Mar 2021**

- Collaborated with Exco to coordinate events both School based as well as club based
- Formulated and co-led recruitment strategy for the club's recruitment drive

Skills

- **Proficient in Microsoft Office:** Microsoft Excel (data analysis, pivot tables), Word (documentation),
- **Data Analysis & Reporting**: Excel, Google Sheets
- **Communication & Teamwork**
- **Freight & Logistics Coordination**
- **Process Optimization**
- **Adaptability**