

DHRUV MAHANT

Ahmedabad, Gujarat

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SUMMARY

- Knowledge of Salesforce CRM with expertise in CRM basics, Force.com fundamentals and configure essentials.
- Skilled in managing and creating user accounts, understanding user roles and permissions, and ensuring data security through profile and role configuration.
- Developed data modeling, including standard and custom objects, as well as field creation and customization.
- Capable of implementing workflow automation and approval processes to streamline business operations.
- Skilled in writing efficient Apex code to query, manipulate, and manage data within Salesforce.
- Proficient in Apex programming language, with practice developing Apex classes and triggers to automate various tasks and processes.
- Actively learning advanced Apex concepts and design patterns through Trailhead and other Salesforce developer resources.
- Excellent communications skills and fluent in English in speaking and writing.

EDUCATION

Electro – Mechanical Engineering Technician 2020
Sheridan College

Bachelor of Engineering - Electrical 2017
Gujarat Technological University

TECHNICAL SKILLS

MS Office: Excel, Outlook, Word, PowerPoint, Teams

Other technologies: Salesforce, SOQL, Apex, Triggers, Classes, HTML, CSS, JavaScript

PROFESSIONAL EXPERIENCE

DB Schenker Canada - Brampton Feb 2024 – Mar 2024

Operations Supervisor (Account: TJX Canada)

- Directed and supervised all the shift operations including shipping, processing, auditing and inventory management ensuring adherence to company standards and client requirements.
- Supervised and managed staff ensuring proper utilization of resources according to company policies.
- Implemented strategies to maintain segregation and accuracy of inventory of different client.
- Planned and managed daily workload and staffing to minimize unplanned overtime and maximize quality and productivity.

Sherway Group/Sherway Warehousing - Mississauga Nov 2022 – Oct 2023

Warehouse Team Supervisor (Account: Molson Canada)

- Served as the primary contact for client communications. Addressing inquiries and ensuring client satisfaction with warehouse services.
- Collaborated with clients to understand their logistics requirements and tailor warehouse operations accordingly.
- Implemented strategies to maintain segregation and accuracy of inventory of different client.
- Managed all the materials, receiving and shipping personals to get accurate inventory numbers.
- Responsible for overseeing the accurate and timely generation of client invoices based on service provided.
- Collaborated with finance department to address any billing discrepancies.

PepsiCo Foods, Canada - Cambridge

Apr 2019 – Nov 2022

Warehouse Team Supervisor / Resource (Oct 2021 - Nov 2022)

Warehouse Team Lead (Apr 2021 – Oct 2021)

Warehouse Technician (Apr 2019 – Apr 2021)

- Focused on providing a safe environment for the front-line team in coordination with the safety team. Reported and followed up on the safety incident and took corrective measures to avoid safety incidents.
- Managed team of 15-30 front-line team members. Assigned tasks, breaks and looked after their performance and training.
- Coordinated with different departments to schedule product dispatch and improve warehouse inventory.
- Managed and supervised the inventory team to improve the warehouse inventory and eliminate the inventory errors.
- Communicated with traffic team and trailer companies for trailer requirements.
- Communicated with different departments to understand the daily operations and issues. Supported them to make sure all the production lines keep running and downtime can be avoided.

PROJECTS

GBS Mexico Project:

- Responsible for training the new GBS team as the GBS team was taking over the routing and releasing of all Frito-Lay Distribution Centers in Canada.
- Trained them on various aspects of routing from basics to make sure they know the fundamentals.
- GBS team took over on February 2022 and ran successfully.

Automated Guided Vehicle (AGV) Project:

- Warehouse department transitioning from Forklifts to AGVs (Automatic Forklift) to improve the operation and efficiency.
- Reporting to department manager and supply chain director about the daily operations and issues.
- Communicated and supported different organizations handling the project to eliminate issues, gave them feedback for better operation.

References available upon request.