

SUJEET KUMAR

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PROFILE

- Experienced hands-on operator and field leader with 3+ years managing teams at Walmart and in plant environments.
- Proven track record in process optimization, improved operational performance, cost reduction, and change management.
- Trusted for sound judgement, Decision making, process excellence, improve productivity, and problem-solving attitude.
- Strong collaborator with executive leadership and cross-functional expertise.
- Skilled in leading high-performing culture with agility, building relationships, results committed, and streamlining workflows.
- Recognized as team focused, team builder, and problem solver.
- Awarded for good client relationships, statistical techniques, and innovation.
- Trained in Lean Six Sigma methodologies such as Kaizen, root-cause analysis, 5S, 5Why, value stream mapping.

EXPERIENCE

Walmart Canada

Lead, Compliance (store-fulfilled)

Jul 2023 – Present

- Consulting with stakeholders to continuously improve compliance programs, build trust, and ensure regulatory adherence.
- Analyzed data for e-commerce compliance project by utilizing pivot table.
- Providing training in compliance and safety on a day-to-day basis to associates and managers at all levels.
- Conduct studies in various compliance areas such as Health & Safety, Environmental, material handling etc.
- Identify root causes by utilizing lean methodologies and mitigate accident risk by 98%.
- Participate in regulatory compliance visits to reduce risk management and manage process changes in an efficient way.
- Manage accident file process, including investigations and resolution, ensuring adherence to safety protocols.

Walmart Canada

Manager | E-Comm Operations (store-fulfilled)

Feb 2022 – Jul 2023

- Managed store-fulfilled E-Comm sales with a team of 25 associates, achieving a 25% YoY sales increase (~\$3.5M GMV) by optimizing inventory and reducing nil-pick rate from 45% to 15%.
- Acted as liaison between Store Support Centre, store associates, and customers, improved CSAT scores across Mississauga market by data mining, analyzing data, and demand scheduling.
- Selected by Corporate as main on-field POC for strategic home delivery pilot program, increasing orders from 0 to 120 WTD.
- Implemented <2H delivery (Express), delivered operational innovation by maintaining 95% on-time delivery rate.
- Designed new standard operating procedures for order substitutes, kept customer focused mindset, boosting store NPS by 5 pts in 3 months.
- Optimized backroom operations, reducing pickup wait time from 15 to 5 mins using analytical tools and DMAIC methodology.

Lucky Industries, Pakistan

Continuous Improvement Engineer

Jan 2019 – Dec 2019

- Conducted motion & time studies, implementing Lean Six Sigma principles for process improvements of logistics and supply chain, yielding a 35% increase in gear production line output.
- Redefined process control limits, improved parts accuracy by 20% in 6 months, lowering OpEx and improving customer experience.
- Led cross-functional teams to implement dock-yard management system, reducing trailer queues and shunting requirements.
- Developed and delivered Lean Methodology coaching programs, achieving a 25% reduction in process waste.
- Implemented Health & Safety standards, achieving a streak of zero shop incidents and minimizing operational risk.
- Presented reports and consulting for suggestions related to workforce management with key stakeholders.

EDUCATION

University of Windsor
Master of Mechanical Engineering

Jan 2020 – Apr 2021

Technical Skills: MATLAB, Minitab, PowerBI (user), Tableau (user), **MS Word, MS Excel, MS PowerPoint**

Certifications: **Lean Six Sigma Green Belt Certification**, Process Improvement, Project Management, Change Management

Training: **Lean Six Sigma Green Belt**, Power BI, Tableau, business process management, HTML, CSS, JS

Reference: [Taha Mirza, Senior Manager – Walmart Last Mile Delivery](#)