

DEEPKA SINGH

SUPPLY CHAIN SUPERVISOR - Inventory Management, Data Analysis & Logistics Coordination

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📍 Canada

SKILLS

- **Supply Chain Systems:** Zoho CRM, Zoho Inventory, and Zoho Books for end-to-end supply chain management
- **Shipping & Logistics:** Proficient in FedEx shipping administration, customs documentation, shipment tracking
- **Reporting Tools:** Microsoft Excel for inventory reporting, stock reconciliation, pivot tables, and data analytics
- **Operations Tools:** POS systems and inventory management tools for order fulfillment, SLA monitoring
- **Certifications & Advanced Tools:** SAP supply chain, Excel for supply chain analytics, health & safety

WORK EXPERIENCE

Supply Chain Coordinator

January 2025 - Present

Zenduit

Ontario

- Managed end-to-end domestic and international orders, achieving 99% SLA compliance, optimizing delivery time-lines, and reducing processing errors.
- Coordinated FedEx shipments, prepared customs documentation, ensured smooth logistics operations, improving cross-border transportation accuracy and reducing shipping delays by 35%.
- Maintained inventory records using Zoho CRM and Excel, performed reconciliation, enhanced data integrity, and minimized stock discrepancies by 28%.
- Moderated orders using Zoho Inventory, streamlined order fulfillment, minimized errors, and increased operational efficiency across concurrent supply chain processes.
- Formulated product returns, restocking, and vendor coordination, optimizing reverse logistics workflow, reducing return cycle times, and increasing inventory accuracy by 32%.
- Examined supply chain performance metrics, generated actionable reports using Excel, dashboards, KPIs, workflow optimization, improved order processing speed by 22%.
- Initiated procurement support workflows, raised purchase orders, facilitated vendor communications, and mitigated lead time delays by 18%.

Senior Customer Service Associate / Operations Support

November 2023 - December 2024

Kitchen Stuff Plus

Ontario

- Supervised a 10-member operations team, allocating daily tasks, monitoring performance metrics, and improving workflow efficiency by 28% across inbound and outbound processes.
- Managed daily inbound shipments, verified deliveries, inspected inventory quality, and reduced receiving discrepancies by 32% using structured tracking and validation procedures.
- Orchestrated outbound order fulfillment, scheduled shipments, coordinated with carriers, and improved on-time dispatch rate by 25% while ensuring compliance with operational standards.
- Monitored stock levels, conducted cycle counts, reconciled inventory data, and deployed corrective actions, lowering stock discrepancies by 30% across multiple product categories.
- Trained new staff on supply chain procedures, order processing systems, and inventory management protocols, enhancing onboarding efficiency and reducing operational errors by 35%.
- Developed daily and weekly operational reports, analyzed KPIs, identified bottlenecks, and implemented process improvements, raising overall operational productivity by 22%.

EDUCATION

Data Analytics for Business Diploma

September 2023 – December 2024

St. Clair College, Ontario

Bachelor of Science in Computer Science

September 2016 – May 2020

Punjab Technical University, India

CERTIFICATIONS

- SAP Supply Chain Certification
- Inventory Management Certification
- Advanced Excel for Supply Chain Analytics (Pivot Tables, Macros)
- Health & Safety / WHMIS Certification
- WHMIS Certification