

BILAL SYED

SUPPLY CHAIN CO-ORDINATOR - Inventory Management, Procurement Support & Logistics

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SKILLS

- **Data Analysis & Reporting:** Excel for analyzing sales, inventory, and shipment data, generating reports.
- **Order Processing & Shipment Tracking:** Managing order lifecycle, track shipments, coordinating logistics.
- **Procurement & Inventory Management:** Inventory tracking, stock replenishment, vendor coordination.
- **Documentation & Compliance Management:** Maintaining shipment data, ensuring regulatory compliance.
- **Google Suite & Store Planning:** Google & Office 365 suite for store organization, forecasting, planning.

WORK EXPERIENCE

STORE MANAGER

September 2023 – Present

THE UPS STORE

Ontario

- Directed end-to-end logistics by initiating shipments through I-Ship portal, supervising packaging and distribution processes, managing 20+ daily parcels, and coordinating team workflow to achieve 100% accuracy.
- Exceeded quarterly sales target from October 2024 to December 2024 by optimizing shipment volume handling, serving 50+ daily walk-in clients, and implementing systematic tracking to improve store throughput efficiency.
- Enhanced operational workflows by introducing standardized shipment checklists, reducing processing time per order by 35%, scheduling staff according to peak hours, and driving workforce productivity and compliance.
- Compiled and analyzed operational and sales dataset, prepared department, category, and product reports, monitored KPIs, and applied analytical data insights to boost store revenue and decision-making accuracy.
- Resolved customer grievances, processed consumer insurance claims for damaged shipments, and acted as liaison between head office and clients, employing analytical judgment to ensure resolution within targeted timelines.
- Developed workforce scheduling models using historical footfall data, aligning staffing levels with peak customer flow, improving client service efficiency by 25% and reducing overtime costs by optimizing employee hours.
- Conducted periodic inventory audits by reconciling physical stock with system data, identifying discrepancies, and reducing stock variance by 30% through structured controls and accurate documentation practices.
- Trained and supervised a cross-functional team of 8 staff members, assigning defined operational tasks, monitoring task completion, and increasing overall productivity by 20% through structured guidance and feedback.
- Coordinated with courier networks and external logistics providers to streamline pickup and delivery schedules, minimizing delays, achieving 95% on-time shipment rates, and improving end-to-end client satisfaction.

ASSISTANT MANAGER

January 2021 – April 2022

AXIS BANK LTD

India

- Prepared post-sanction legal documents including agreements, affidavits, and deeds for B2C and B2B clients, verifying execution accuracy, and ensuring 100% compliance with regulatory standards across 50+ accounts.
- Initiated account opening and disbursement requests, coordinated central processing unit activities, and communicated with branches, streamlining fund transfers and reducing processing time by 30% per transaction.
- Analyzed operational data, created loan performance and compliance reports, identified trends, and presented actionable insights to management, enhancing decision-making for portfolio monitoring and operations efficiency.
- Maintained, and verified reports in Finacle Viz, Legal Reports, Collateral Security Insurance, Cersei, and MIS systems, improving data accuracy by 25% and reducing reconciliation errors across the branch operations.
- Managed staff allocation, assigned detailed tasks, conducted operational performance evaluation, and executed daily financial and non-financial branch operations in absence of manager, increasing team output by 20%.
- Supervised end-to-end loan disbursement workflows by coordinating activities with credit, legal, and operations teams, ensuring 98% adherence to service timelines while minimizing delays in fund release processes.
- Scheduled compliance checks on collateral security documentation and insurance coverage, identifying discrepancies, rectifying gaps, and ensuring 100% alignment with internal audit and regulatory requirements.
- Implemented systematic tracking of inspection reports and audit findings, preparing periodic dashboards for management, which reduced follow-up delays by 25% and improved transparency in operational oversight.
- Facilitated comprehensive staff training sessions on Finacle banking modules and advanced reporting tools, improving functional accuracy, strengthening compliance adherence, and increasing employee efficiency by 30%.

EDUCATION

Graduate Certificate in Project Management

September 2024 - April 2025

Sheridan College, Ontario

Graduate Certificate in Agribusiness Management

September 2023 - August 2024

Fanshawe College, Ontario

MSc in Agricultural Economics

August 2017 - July 2019

University of Agricultural Sciences, India

BSc in Agricultural Marketing & Co-operation

June 2013 - July 2017

University of Agricultural Sciences, India