

# Hemant Karwat

LOGISTICS COORDINATOR - Supplier Relations, Rate Negotiation, Performance Monitoring

✉ [hemantkarwat83@gmail.com](mailto:hemantkarwat83@gmail.com) ☎ (+1) 437-254-1755 📍 Toronto in [LinkedIn](#)

## SKILLS AND COMPETENCIES

---

- **ERP Systems:** Experience with SAP for enterprise resource planning and workflow integration
- **Data Management:** Proficient in MS Excel and MS Access for data organization and creating visual reports
- **Data Analysis:** Expertise in Tableau and Power BI to analyze and present actionable insights
- **Soft Skills:** Collaboration, organizational efficiency, and ability to prioritize and meet deadlines under pressure

## WORK EXPERIENCE

---

### Sales Associate

April 2023 – Present

*The Home Depot Canada, Ontario*

- Coordinated daily cycle counts, ensuring 100% inventory accuracy, minimizing discrepancies, and improving customer experience by 15% through better stock visibility and faster product availability for customers
- Achieved 2 “Employee of the Month” awards, providing service, enhancing customer satisfaction by 25%, and contributing to a collaborative work environment and improved team performance through process optimization
- Fulfilled 100% online orders on time with zero errors, maintaining SLA compliance and meeting customer expectations, contributing to a high standard of operational excellence, service reliability, and logistical efficiency
- Processed 150+ customer inquiries weekly, achieving a 30% improvement in response time, ensuring customer satisfaction, and maintaining a 98% resolution rate for issues of product availability and inventory management

### Assistant Manager - Warehouse

May 2021 – July 2022

*Stellar Value Chain Solutions Pvt Ltd, India*

- Streamlined logistics operations, achieving 100% on-time shipping, reducing delivery delays by 30%, and optimizing coordination across 5+ teams for seamless, efficient shipment processing and delivery management
- Managed over 500 shipments monthly, ensuring accurate tracking, timely deliveries, and consistent customer satisfaction, with a focus on process efficiency and enhancing end-to-end operational performance across teams
- Trained 3 warehouse supervisors, reducing training time by 20%, boosting operational efficiency, and ensuring the warehouse team performed at peak levels, directly contributing to operational goals and service excellence
- Reduced shipping costs by 18% by optimizing packaging and shipment, resulting in savings of \$10,000 annually, while improving inventory management and reducing packaging waste by 15%, enhancing logistics efficiency

### Assistant Manager - Logistics

April 2019 – November 2020

*Welspun Global Brands Ltd, India*

- Managed logistics for 30+ team members, improving on-time delivery by 25%, reducing delays through strategic planning and enhanced coordination with transporters, and ensuring efficient resource utilization across teams
- Negotiated rates with 3PL carriers, achieving 20% cost reductions and optimizing contract terms across multiple routes, while maintaining high service levels and reducing transportation expenses in a competitive market
- Boosted to winning the “Most Customer-Centric Team” award by driving a 20% improvement in quality, customer satisfaction, and operational efficiency through communication and collaboration with partners
- Analyzed key logistics metrics, improving performance by 15% through reviews and implemented corrective actions, leading to a 10% increase in on-time deliveries for high-priority shipments, optimizing supply chain

### Senior Supply Chain Engineer

July 2017 – April 2019

*Stellar Value Chain Solutions Pvt Ltd, India*

- Administered inbound logistics for 15 trucks daily, ensuring stock reception, accurate SAP entries, and efficient data synchronization, reducing errors by 5%, optimizing throughput, and maintaining operational continuity
- Reduced truck unloading times by 37% through process improvements, enhancing throughput by 20%, while also improving space utilization, reducing congestion, and increasing the overall efficiency of warehouse operations
- Collaborated with IT teams to integrate logistics processes into a new Warehouse Management System (WMS), improving operational accuracy by 10%, boosting data consistency, and reducing manual processing time
- Increased warehouse inventory turnover by 12% by implementing new stock rotation procedures, resulting in a 10% reduction in obsolete stock and improving overall warehouse efficiency and throughput by 8%

## EDUCATION

---

### Post Graduate Diploma in Project Management

September 2023 – April 2024

*Humber College, Toronto, Canada*

### Post Graduate Diploma in Supply Chain Management

September 2022 – April 2023

*Humber College, Toronto, Canada*

### Bachelor of Engineering in Industrial Engineering

August 2013 – May 2017

*Nagpur University, Nagpur, India*