

RUTURAJ UNAWANE

LOGISTICS COORDINATOR – Supply Chain, Inventory Management & ERP

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SKILLS

- **Data & Analytics Tools:** Power BI, SQL, Excel dashboards, data visualization, performance tracking systems.
- **Supply Chain Systems:** ERP platforms, SAP, inventory control, procurement, distribution monitoring.
- **Logistics & Coordination:** Freight scheduling, shipment tracking, warehouse optimization, route analysis.
- **Reporting Tools:** KPI reporting, demand forecasting, supplier analysis, cost variance documentation.
- **Process Optimization:** Lean principles, workflow automation, process mapping, improvement strategies.

WORK EXPERIENCE

Team Member

April 2025 – Present

Tim Hortons

Ottawa

- Delivered prompt, professional, and friendly guest service, maintaining order accuracy and contributing to a 95% satisfaction rating across all front-end operations and service periods through attention to customer needs.
- Monitored stock rotation and coordinated product orders, reducing inventory shortages by 14% through digitized tracking, supplier communication, and systematic replenishment planning in alignment with daily objectives.
- Operated under limited supervision, meeting high-volume service demands every shift while maintaining procedural accuracy and consistent fulfillment rates exceeding 98% across all scheduled shifts and service hours.
- Prepared and presented baked goods and menu items in accordance with brand standards, ensuring quality, consistency, and hygiene compliance throughout preparation workflows and enhancing cross-team collaboration.
- Reported incidents, safety hazards, and operational risks to management, supporting a 100% compliance rate with workplace health, safety, and incident reporting policies through vigilant adherence to company protocols.
- Coordinated with daily cash reconciliation and POS balancing, maintaining accurate transaction logs and ensuring seamless shift transitions while reducing end-of-day transaction discrepancies by over 10% across teams.

Store Associate

June 2024 – March 2025

The Salvation Army

Ottawa

- Delivered courteous and professional customer interactions, greeting donors and visitors with consistency and improving overall service satisfaction scores by 10% across all operating periods through enhanced engagement.
- Facilitated in the quarterly achievement of sales targets by providing efficient assistance to patrons, tactfully resolving inquiries and contributing to a 12% improvement in customer engagement across service categories.
- Executed store opening and closing activities, balancing cash registers, verifying inventory displays, and ensuring compliance with all standard operating procedures and daily audit requirements with precise record maintenance.
- Enforced corporate policies governing cheques, credit cards, refunds, and voids, maintaining transactional accuracy and reducing financial discrepancies by 15% during audit assessments through procedural verification.
- Processed incoming donations through sorting, pricing, and staging workflows, improving material flow efficiency by 18% and sustaining organized backroom and retail environments throughout shifts with teamwork initiatives.
- Collaborated with management on seasonal merchandising plans and visual displays, optimizing floor layouts and contributing to a 9% increase in overall product turnover and in-store visibility across key sales periods.

PROJECT EXPERIENCE

Inventory Optimization Model (Capstone Project)

Team Lead

- Designed and implemented an inventory optimization model using Excel Solver and demand forecasting, improving cost efficiency by 15% and enhancing accuracy of stock replenishment across simulated multi-site operations.
- Simulated supply-demand fluctuations to evaluate cost impacts and availability, presenting results that demonstrated potential annual savings of \$50K for a modeled distribution network with replenishment reliability.

EDUCATION

Graduate Certificate in Supply Chain Management

September 2024 – April 2025

Algonquin College, Ottawa

Graduate Certificate in Project Management

September 2023 – April 2024

Fleming College, Peterborough

CERTIFICATIONS

- **SAP Professional Fundamentals** - SAP Training Academy