

Yahya Mubeen Kidwai

yahyamubeenkidwai@gmail.com • +1(647)-679-8936 • www.linkedin.com/in/yahya-kidwai-064a85175

SUMMARY

Results-driven Supply Chain and Operations professional with proven **3+ years of experience** in logistics, inventory management, and analytics. Proficient in SAP, Excel, Power BI, ERP systems and RFID systems, with a track record of improving workflows and resolving operational issues. Having grown up in Saudi Arabia and completed my education there, I have a good understanding of the local market, particularly in the Eastern region, where my family is currently based. My local knowledge enables me to manage procurement processes efficiently and meet sourcing needs with confidence.

EXPERIENCE

*Accenture, **Field Service Technician***

Feb 2025 - Aug 2025

- Conducted daily site inspections of 100+ Presto card devices to ensure operational readiness and avoid service disruptions.
- Identified and recorded physical damage, wiring faults, tampering indicators (e.g., card skimmers), and display malfunctions in real time, safeguarding device integrity and supporting quality assurance.
- Utilized an Android-based inspection app to log device status, upload images, and provide detailed feedback, including reporting critical bugs that accelerated continuous improvements in inspection workflows.
- Escalated critical faults immediately via the app, enabling quicker resolutions and reducing downtime for over 10,000 daily users.
- Facilitated clear communication between developers, maintenance, and audit teams by sharing device-specific inspection findings, improving repair workflow efficiency and achieving 95% technical issue resolution within 48 hours.
- Maintained a strict focus on safety and operational protocols, ensuring consistent machine uptime and dependable service for commuters.

*The Fry, **Logistics Coordinator***

Feb 2024 - Jan 2025

- Maintained optimal inventory levels by conducting weekly cycle counts and reconciling stock to book records, promptly resolving discrepancies.
- Implemented a recoup program to accurately track damaged or defective products, returning saleable items to stock, and minimizing losses.
- Utilized Excel to manage inventory control, develop schedules, and optimize resource allocation while ensuring cost efficiency.
- Prepared and analyzed adjustment activity reports and audit trails to support accuracy during audits.
- Planned and oversaw the movement of goods from origin to destination, coordinating with suppliers, transporters, and warehouses.
- Prepared and reviewed shipping documents (invoice, packing list, BOE, permits) while arranging transportation, customs clearance, and storage.
- Tracked shipments, updated stakeholders, and handled delays, damages, and shipment discrepancies.
- Led initiatives that reduced lead time by 13%, improving order fulfillment speed and customer satisfaction

*Lush Fresh Handmade Cosmetics, **Operations Assistant***

Mar 2023 - Jan 2024

- Coordinated the movement of \$50,000+ outbound products with 99.5% accuracy in order fulfillment.
- Issued materials to the e-commerce team, received deliveries from manufacturing, verified quantities, and updated RFID and Excel inventory records.
- Monitored inventory levels and initiated restock requests to avoid shortages or overstock situations.
- Conducted regular physical inventory counts and reconciled results with system records to ensure accuracy.
- Planned, scheduled, and prioritized daily shipments, assigning drivers and allocating vehicles based on capacity and routes.
- Monitored fleet location and status in real time while maintaining constant communication with drivers and warehouse teams.
- Ensured all shipping documents and permits were prepared before dispatch, coordinated timely loading/unloading, and managed route changes, delays, and emergencies efficiently.
- Enforced safety protocols and regulatory compliance while maintaining an organized warehouse layout for maximum efficiency

Amazon Co., Ltd., Fulfilment Centre Associate

Mar 2021 - Mar 2022

- Processed incoming shipments by unloading, checking, and organizing products.
- Accurately picked items from shelves based on order sheets or scanner instructions, then packed and labelled orders to meet company and carrier standards.
- Conducted quality checks to ensure products were damage-free and correct.
- Updated inventory systems in real time, performed regular stock counts, and assisted with audits.
- Operated warehouse equipment (e.g., hand pallet jacks and electronic pallet jacks) safely and efficiently while organizing storage areas to maximize space.
- Investigated and reconciled transactional records to ensure operational compliance.
- Analyzed large datasets in Excel to identify discrepancies and improve fulfilment accuracy.
- Resolved discrepancies by collaborating with cross-functional teams, improving order precision and customer satisfaction.

BYJUS, Business Development Associate

Nov 2020 - Feb 2021

- Secured new business opportunities, increasing client base.
- Developed and executed sales strategies, driving market penetration and revenue growth.
- Delivered cost-effective fleet management solutions, improving vehicle utilization and reducing costs.
- Built and maintained strong relationships with key decision-makers, increasing repeat business.
- Successfully negotiated high-value contracts, aligning with client needs and goals.
- Consistently exceeded sales targets through effective lead generation and business development

Redstone Learning Solutions Pvt Ltd, Intern - Logistics and Analytical

Feb 2019 - Mar 2020

- Coordinated event logistics, including issuance and tracking of seminar supplies. Maintained accurate inventory of materials, ensuring timely availability for operations.
- Contributed to internal communications by preparing meeting summaries and maintaining client interaction records.
- Provided general administrative support to the business development team, improving team responsiveness and organization.

Abdullah Hashim Co. Ltd, Intern - Warehouse & Services

Dec 2018 - Jan 2019

- Supported warehouse operations by issuing and receiving spare parts, updating Oracle ERP inventory, and conducting basic stock counts.
- Assisted in organizing storage areas to improve accessibility and retrieval times.
- Maintained work order logs and tracked customer service requests.

EDUCATION

Durham College (Canada)

Graduate Certificate – Data Analytics in Business Decision Making • Jan 2024 - Aug 2024

Humber College (Canada)

Graduate Certificate – Supply Chain Management • Jan 2023 - Aug 2023

Bangalore University (India)

Bachelor's in business administration • Aug 2017 - Oct 2020

SKILLS

Leadership • Customer Relations • Communication • Cross-departmental Collaboration • Attention to Detail • Report Generation • Safety Compliance & Operational Guidelines • Inventory Management & Stock Reconciliation • Issuing & Receiving Materials • SAP and Power BI • Field Service Operations • Problem-solving • Microsoft Office (Excel, Word, Outlook) • Documentation & Presentation • ERP, WMS, TMS