

AMRITPAL SINGH

OPERATIONS MANAGER - WMS & ERP Systems, Performance Analytics, Process Optimization

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SKILLS

- **Operation Tools:** WMS SAP EWM, Manhattan, Oracle, LMS, Barcode Scanners, Inventory Control Systems
- **Reporting & Analytics:** KPI reporting metrics, pick rate, dock-to-stock, OTIF, shrink, Excel, Power BI, SQL
- **Process & Execution Tools:** Lean warehousing, SOP development, Five Whys, Fishbone, safety compliance
- **Workforce & Planning:** Labor scheduling, shift planning, time attendance, instructional materials, escalation
- **Data & Visualization Systems:** Pivot tables, productivity analysis, KPI dashboards, operational reporting

WORK EXPERIENCE

Lead Department Manager

April 2025 – Present

Walmart

Hawkesbury

- Directed daily operations across 100,000+ sq. ft. facility, coordinating inbound deliveries, scheduling, equipment utilization, and material flow, sustaining throughput efficiency and meeting time-critical distribution demands.
- Allocated workforce capacity of 40+ employees per shift, enforced safety standards, and ensured procedural adherence, achieving compliance and maintaining uninterrupted operational performance across departments.
- Recorded and analyzed incidents and near-misses, implemented corrective actions, and reduced handling-related deviations by 15%, strengthening operational reliability and minimizing risk exposure across facility operations.

Operations Team Lead

October 2023 – April 2025

FedEx Supply Chain

Coteau-du-Lac

- Managed dock operations, heavy equipment movement, and yard traffic across 2–3 shifts daily, coordinating logistics activities to minimize congestion, reduce turnaround delays, and sustain operational safety compliance.
- Coordinated frontline teams of up to 60 personnel, aligned scheduling with drivers and vendors, and enforced transportation safety protocols, ensuring operational continuity and reducing exposure to procedural deviations.
- Executed safety observations and compliance checks, documented findings, and supported audit outcomes, contributing to corrective action planning and strengthening adherence to internal and external regulatory standards.

Senior Software Engineer

October 2019 – April 2022

Infosys

India

- Strengthened process reliability through continuous improvement initiatives, reducing handling errors by 25% and repeat rework incidents by 30%, enhancing operational consistency across engineering and support functions.
- Performed incident & root cause investigations, tracked 50+ corrective actions, and prevented recurrence, ensuring 100% audit readiness and sustaining compliance across operational reporting & documentation processes.
- Designed & standardized 20+ SOPs & safety documentation, improving execution consistency by 35% & supporting frontline & support teams, achieving measurable gains in operational accuracy & procedural implementation.

Data Engineer

January 2019 – October 2019

Sachtech Solution Pvt. Ltd.

India

- Directed ERP and operational system rollouts across business units, increasing user adoption by 30% while coordinating across teams, mitigating implementation risks, and delivering all integration milestones on schedule.
- Ensured platform stability and availability, sustaining 99% system uptime, supporting uninterrupted operational reporting, and minimizing disruptions throughout the production environments and downstream data pipelines.
- Monitored and validated production data pipelines, identified anomalies early, and prevented downstream system issues, strengthening reporting accuracy and maintaining operational reliability across multiple business units.

EDUCATION

Postgraduate Diploma in Project Management

January 2023 – August 2023

Humber College, Toronto

Bachelor of Engineering in Computer Science

August 2015 – April 2019

Punjab Technical University, India

CERTIFICATIONS

- **Project Management Professional (PMP)** - Project Management Institute (PMI) - August 2024
- **SAFe 6 Scrum Master** - SAFe - September 2023
- **Azure Fundamentals (AZ-900)** - Microsoft - October 2021