

Jay Trivedi

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Continues Improvement

Continuous Improvement Supervisor with 5+ years of experience in supply chain and warehouse operations. Focused on driving process optimization through Lean methodologies, KATA coaching, and practical technology solutions. Experienced in identifying operational inefficiencies and implementing sustainable improvements that enhance productivity and reduce costs. Skilled at translating complex problems into actionable solutions while engaging cross-functional teams.

WORK EXPERIENCE

DB Schenker • Balzac, AB • 07/2023 - Present

Continuous Improvement Supervisor (Senior Supervisor)

- Designed and deployed enterprise workforce management application serving 18 departments and 750+ associates, reducing manual administrative work by 9-10 hours weekly.
- Built labor planning tool that standardized shift planning across shift operations, improving forecast accuracy and enabling data-driven staffing decisions.
- Schedule and conduct internal audits (5S, safety, process compliance) with non-conformance tracking and corrective action follow-up.
- Reduced manual report preparation time by 45+ hours weekly through automated pre-shift checklist and report generation.
- Partner with operations, quality, and HR teams to identify improvement opportunities and drive sustainable change.
- Presented applications to global Managing Directors and Director of CI & Process Optimization for potential cross-site deployment.

Operations Supervisor

- Lead and oversee daily warehouse and supply chain operations to enhance productivity and efficiency.
- Develop strategic workflow enhancements to optimize labor planning, inventory control, and cost management.
- Supervise a high-performing team, ensuring adherence to operational safety and compliance protocols.
- Spearheaded the development of data-driven dashboards using VBA, macros, pivot tables, and VLOOKUPS.
- Implemented labor planning dashboards to optimize workforce allocation and resource sharing.

DHL Supply Chain • Hamilton, ON • 09/2019 - 06/2023

Operations Supervisor

- Managed a team of 12 full time associates overseeing 3,000+ SKUs across receiving, cross-docking, and order fulfillment.
- Implemented Lean Six Sigma strategies to reduce inefficiencies, improve productivity, and optimize inventory flow.
- Led initiatives to balance workforce distribution across shifts to maximize output and reduce bottlenecks.
- Mentored and developed team members to foster leadership growth and operational excellence.
- Maintained compliance with OHSA safety standards, improving workplace culture and risk mitigation.

Operations Group Lead

- Assigned work schedules, trained associates, and monitored progress for assigned work groups.
- Provided day-to-day direction and guidance to team members.
- Conducted training for new associates and ensured compliance with operational procedures.

Operations Coordinator

- Supported multiple business units with tasking of orders, receipts, replenishments, and load management.
- Generated Bill of Ladings, productivity reports, and outbound summaries.
- Investigated shortages and maintained error logs.

EDUCATION

Supply Chain Management

Mohawk College • Hamilton, Ontario • 01/2019

International Business Management

Mohawk College • Hamilton, Ontario • 01/2018

Post Graduate Diploma in Banking Management

Gujarat University, India • India • 01/2016

Bachelor of Commerce (Major: Accounting)

Gujarat University, India • India • 01/2015

CERTIFICATIONS

KATA Coach – Certification for Operational Excellence and Continuous Improvement Deployment •

01/2025

DB Schenker

Kata Bootcamp - Focus on Continuous Improvement • 01/2024

DB Schenker

Lean Six Sigma Yellow Belt (ICYB) • 04/2019

Mohawk College

PROJECTS

NDC ONE - Labor Planning & Workforce Management Platform

DB Schenker

- Developed enterprise workforce management application for 18 departments and 750+ associates across AM/PM shifts
- Designed labor transfer logic to recommend staffing adjustments based on department performance, improving workforce utilization and minimizing idle hours
- Built real-time dashboards displaying OPH (orders per hour), headcount, and productivity metrics by department for shift-wise visibility
- Automated pre-shift checklist generation (PDF) and six types of Excel reports, saving 4-5 hours of report preparation time weekly
- Integrated maintenance tracking module (CMMS) replacing commercial solutions costing \$5,400-\$18,000 annually
- Implemented mid-day performance updates with validation and required comments for under-target performance, increasing operational accountability
- Developed headcount forecasting based on weekly volume targets and building-wide OPH to support proactive planning
- Positioned to drive six-figure annual labor savings through optimized planning and dynamic shift adjustments

NDC Workforce - Absence Management System

DB Schenker

- Built centralized absence tracking system replacing commercial solution that cost \$26,500+ annually plus add-on fees
- Achieved 96% cost reduction while maintaining full functionality and gaining complete control over customization
- Implemented automated SMS notifications via Twilio API, reducing no-call no-shows through proactive shift reminders
- Created attendance analytics dashboard to identify absence patterns and enable targeted interventions

- Designed role-based access control with 2FA authentication and comprehensive audit logging
- Set up CI/CD pipeline with GitHub Actions for seamless updates without downtime

Skills & Training Matrix Digitization

DB Schenker

- Led full-site transformation digitizing training records for 750+ associates across all departments
- Replaced manual Excel-based tracking with centralized web application, eliminating paper-based gaps
- Deployed electronic signature pads across all departments to capture real-time training acknowledgments and SOP compliance
- Created immutable audit trails with timestamps and IP logging for regulatory compliance
- Enabled data-driven labor transfers based on real-time training visibility, improving shift flexibility and workforce agility
- Positioned system as foundational workforce planning tool supporting onboarding, cross-training, and performance management
- Achieved 95%+ adoption within first month through intuitive 3-click interface design

Vacation Request System

DB Schenker

- Built digital workflow system eliminating paper-based vacation requests and reducing processing time from 5 days to under 1 day (95% faster)
- Applied value stream mapping to identify 7 handoffs in original process and eliminated non-value-added steps
- Designed 4-tier approval workflow (Employee → Supervisor → Manager → PO) with automatic escalation and notifications
- Integrated with Microsoft Power Automate for email notifications and calendar updates
- Built complete audit trail with timestamps, approval history, and exportable reports for HR compliance
- Developed Excel import/export functionality for bulk vacation planning and historical data migration

CI Team Portal

DB Schenker

- Developed centralized CI management system integrating KATA coaching, Kaizen tracking, audit scheduling, and 5S management
- Built A3 project tracking with cost-benefit analysis, stage-gate reviews, and ROI calculations for data-driven prioritization
- Automated audit scheduling with recurring reminders, finding tracking, and corrective action management
- Reduced overdue audits and improved closure rates through automated notifications
- Created version-controlled document management for SOPs, work instructions, and SPLs with approval workflows
- Consolidated CI activities from fragmented spreadsheets and emails into single platform, improving visibility and accountability