

# KHUSHI KUMAR

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## SUMMARY OF SKILLS AND QUALIFICATIONS

<b>Applications</b>	SAP • SOS Inventory • Lucid Charts • Wix • Jira • Salesforce • Tableau • Confluence
<b>MS Office</b>	Access • Excel • Word • PowerPoint • Outlook • Power BI • Visual Studio • Projects
<b>Programming</b>	C# • MySQL • Python • Html • SAS
<b>Methodologies</b>	Project Management • Continuous Improvement • Systems & Design Thinking
<b>Languages</b>	English Spoken & Written (Advanced) • French Spoken & Written (Beginner& learning) • Hindi Spoken & Written (Advanced)

## EDUCATION

<b>Bachelor of Commerce – Business Technology Management</b>	<b>2021 - 2025 (Expected)</b>
Concordia University, Montreal, QC	
<ul style="list-style-type: none"><li>Relevant Courses: Business Statics &amp; Communication, Financial Accounting, Marketing Management, Contemporary Business Thinking, Microeconomics &amp; Macroeconomics</li></ul>	

## PROFESSIONAL EXPERIENCE

<b>Jr. Technical Account Coordinator</b>	<b>Jan 2025 – Present</b>
Ops Machine, Montreal, QC	
<ul style="list-style-type: none"><li>Spearheaded a successful startup launch by establishing streamlined processes and operational systems that accelerated early-stage growth.</li><li>Streamlined workflows for B2B clients, reducing manual tasks, enhancing efficiency, and delivering scalable solutions to support long-term success.</li></ul>	

<b>Material Logistics Intern, Aftermarket, Services &amp; Strategy Team</b>	<b>May 2023 - Apr 2024</b>
Bombardier, Montreal, Quebec, Canada	
<ul style="list-style-type: none"><li>Utilized SAP system for data entry, report generation, and shipment tracking, increasing operational efficiency overall by 5% &amp; worked closely on invoices related issues and streamlining the payment process.</li><li>Supported the coordination of material shipments, delivery to production facilities and reducing production downtime by 20%.</li><li>Helped to set up an automation bot, streamlining shipment tracking and enabling real-time updates from vendors, reducing manual tracking efforts by 30% and increased the accuracy of shipment status by 25%.</li></ul>	

**Core Competencies:** Supply Chain Management, Process Optimization & Problem Solving

<b>Organizational Management Intern, Human Resource</b>	<b>Jul 2022 - Aug 2022</b>
KPMG, Delhi, India	
<ul style="list-style-type: none"><li>Coordinated onboarding events for 290 -500 new employees, reducing organizational process time by 25%. Assisted employees in the exit management process.</li><li>Revamped exit management procedure, streamlining the outplacement process with an accelerated turn-over rate of 15%.</li><li>Predominantly worked on large datasets of employees using database management systems like Microsoft Excel, MySQL &amp; Power BI.</li></ul>	

**Core Competencies:** Database Management, Data Synthesis, Organizational Coordination & Process Improvement

<b>Sales Associate</b>	<b>Mar 2022 - Mar 2023</b>
Manhattan International Inc, Montreal, Quebec	
<ul style="list-style-type: none"><li>Exceeded customer expectations by providing tailored solutions to 74% of inquiries, resulting in 33% of</li></ul>	

customers returning for repeat business.

- Monitored customer feedback to develop targeted solutions that resulted in a 15% increase in revenue.
- Crafted and maintained long-term relationships with over 150 clients by delivering timely, accurate information on product details and regulations, boosting customer satisfaction ratings by 6%.

**Core Competencies:** Sales Strategy & Relationship Building

## PROJECTS

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### Abris Mondial Information Systems Analysis (Academic)

Sept 2024 – Dec 2024

John Molson School of Business, Montreal, QC

- Collaborated with team of six in a comprehensive systems analysis for Abris Mondial, uncovering operational inefficiencies that contributed to a 30% reduction in workflow efficiency, ultimately identifying key areas for digital transformation.
- Developed data flow diagrams (DFDs), PIECES analysis, and user requirement specifications, recommending a centralized digital tracking system to replace paper-based processes, improving workflow efficiency.

## LEADERSHIP & EXTRA CURRICULAR ACTIVITIES

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### Vice President BTM

Jun 2024 – Present

Concordia Marketing Aid Clinic, Montreal, QC

- Revamp CMAC's website using the Wix platform, improving the client and blog pages by 15% in user engagement, and currently enhancing the introduction page to further increase visitor interaction.
- Collaborate with the marketing team on market research and mandate development, conducting internal and external analysis that improved client satisfaction by 10%, leading to more tailored marketing solutions.

### Vice President Finance

Jun 2023 – Jun 2024

John Molson Women in Leadership, Montreal, QC

- Collaborated with the executive board to allocate resources, resulting in a 40% increase in member engagement and program attendance.
- Instituted robust financial controls and audit mechanisms, resulting in streamlined operations and always ensuring the organization's financial integrity.

### Vice President Finance

Jun 2022 – Jun 2023

IEAC – International & Ethnic Associations Council, Montreal, QC

- Established detailed risk control framework for investments that ensured compliance leverage of up to 6x, potential losses by 10%.
- Analyzed financial activities of the organization, increasing revenue by 15% through optimized transaction processes and cost saving initiatives.
- Liaised across departments to monitor & analyze daily spending activities against approved budgets, reducing spending by 7% over 3 months.

**Core Competencies:** Website Development, Market Research, Data Analysis, Risk Management, Financial Analysis, Project Management & Event Coordination

## AWARDS & DISTINCTIONS

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**3<sup>rd</sup> Position, EcoInnovate Case Competition,** Hosted by Women in Engineering and JMWL

**2024**

Collaborated with a diverse team to tackle Bombardier's sustainability challenge, using the Innovatank platform to propose innovative environmental solutions.

**2<sup>nd</sup> Place, GCI MUN,** UN Headquarters, New York

**2018**

Competed against 250 delegations, organized by Lebanese American University