



SHERIN ANN CHERIAN

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Summary

Enthusiastic and detail-oriented professional, completed Graduate Certificate in Project Management from Algoma University, Canada, seeking an opportunity to utilize my core competencies and 9 years of work experience to work hard with full determination and dedication towards the attainment of goals of the organization & its development.

Skills

- Team leadership
- Excellent communication
- Time management
- Results oriented
- Adaptive team player
- Project management
- Facilities management
- Microsoft Office
- Operations management
- Documentation and control
- Relationship building
- Excellent multi-tasking ability
- Organizational skills
- Invoice processing
- Tracking inventory levels and orders
- Warehousing and delivery
- Database Management
- Freight Forwarding
- Logistics Analysis
- Order Preparation
- Warehouse Management
- Proficient with CMMS software

Experience

Administration and Logistics Specialist

02/2023 – 05/2024

D&G Laboratories Inc. | Toronto, ON

- Reviewed and processed customer orders, ensuring accuracy of pricing and product availability. Monitored and tracked customer orders to meet lead times and on-time delivery.
- Prepared work orders, bills of lading, or shipping orders to route materials.
- Coordinated with customers regarding order changes, cancellations, and returns.
- Maintained records of all orders processed, shipped, and delivered.
- Generated purchase orders based on approved requests.
- Analyzed trends in incoming orders and identified potential issues before they arose.
- Resolved any discrepancies related to product quality or quantity issues upon delivery.
- Collaborated closely with warehouse staff to ensure timely shipment of products.
- Prepared documents required for customs clearance when necessary.
- Identified cost-saving opportunities within the order processing process.
- Coordinated and monitored the transportation of goods between warehouses, customers, vendors, and other locations.
- Negotiated rates with carriers to optimize efficiency in shipping processes.

- Developed, implemented, and maintained inventory control systems to ensure accurate record keeping.
- Created reports on inventory levels, trends, costs, and deliveries. for upper management review.
- Identified discrepancies between physical counts and computer records; investigated causes and took corrective action as needed.
- Developed and documented standard and emergency operating procedures for order processing, inventory receiving, and shipping products or materials.

Administrator (Facilities Management)

09/2017 - 11/2022

Emaar Properties | Dubai, UAE

- FM Operations & Maintenance in Emaar Facilities Management (Emaar Properties)
- Work on Maximo (CMMS) for service requests, work orders, and reports on daily operations
- Prepare contracts, purchase requests, and invoices.
- Communicating & following up with tenants for The Dubai Mall (200+ outlets), Souk Al Bahar/ Downtown & Communities (300+ outlets).
- Inventory management for the spares and parts for maintenance.
- Manage database and prepare reports and violation notices for tenants.
- Review and validate the work permits for FM department.
- Schedule and coordinate meetings, prepare agendas, and prepare minutes.
- Process contractor passes and access card requests.
- Schedule various audits/ inspections to ensure the required standards are maintained.
- Manage employee duty roster and training schedule; document and file completed training and certifications
- Employee engagement tasks for F&B team.

Sales Coordinator (Power Division)

10/2015 - 08/2017

Site Technology Ltd. Co. | Dubai, UAE

- Monitoring project progress as per scheduled deadlines for various tasks and taking necessary steps to ensure completion within time, cost, quality, and effort parameters
- Preparing master schedules for all projects including documentation, resource schedules, execution methodologies, milestones, man-hour budgets, and periodic monitoring
- Ensuring effective review of technical evaluation of vendor offers & vendor drawing and document review.
- Creating and maintaining project schedules after discussions with the project manager and project team
- Managing all documentation and information regarding the project
- Sales administration / sales order processing through the whole sales cycle from generating quotations till following up on outstanding payments
- Managing import & local orders, order confirmation, bank guarantees, letter of credit, incoterms

Service Support Representative

11/2013 - 03/2015

Unisys Global Services | Bangalore, India

- Infrastructure and Application Support in UNISYS Global Services, Bangalore in UNILEVER project

- Providing support to Unilever employees who use different applications and consumer technologies on desktop/laptop, mobile, or other devices to have quick access to productivity tools wherever they work or travel
- Supporting IT Services as per ITIL Service Management Standards
- Support and access to server-based virtualized applications used by Unilever employees
- Windows XP, Windows 7, 8, 8.1, and 10 troubleshooting for all clients
- Active directory provisioning and account maintenance
- User account creation and management, support provided as per the process
- Desktop management, desk-side support as well as management of future Desktop Technology
- Identifying Process/Help File or Knowledge gaps and getting them corrected
- Liaison with other elements of the Service Delivery, Project Management, and the customer to ensure effective customer-focused resolution of incidents and service requests
- Provide training and mentoring to new agents
- Creation of service incidents and dispatch using the BMC Remedy
- Proficiency in Remote support environment
- Handling Escalations in Unilever for L1 support

Education and Training

Graduate Certificate: Project Management Algoma University Brampton, ON GPA 82%	08/2024
B.E. in Electronics and Communication Engineering Sagar Institute of Research & Technology-Excellence Bhopal, India First Division (Distinction): 77.69%	06/2013
H.S.C. affiliated to CBSE curriculum Carmel Convent Sr. Sec. School Bhopal, India First Division: 74.8%	03/2009
S.S.C affiliated to C.B.S.E. curriculum Carmel Convent Sr. Sec. School Bhopal, India First Division: 81.0%	03/2007

Computer Qualification

Sage Business Vision, Spire, Oracle Fusion, Oracle ERP, Maximo, FileNet, CaseManager, Java, C, Embedded C, programming in MATLAB, Focus, MS Office, Office 365, Active directory provisioning and account maintenance, Remote support - IT

Language Ability

English, Hindi, and Malayalam

Workshops
Courses

- Completed ISO 9001:2015 Awareness, Implementation, and Internal Auditor Course by Bureau Veritas, Dubai in September 2021.
- Attended Facility Management Transformation & Digitization towards Sustainable Development Seminar by MEFMA (Middle East Facility Management Association) in April 2021.
- Completed Core Java certification from NIIT (The National Institute of Information Technology), India from Sept-Oct 2015.
- Project on RFID-based Security System (2013).
- Training in Embedded System Design from C.R.I.S.P (Centre for Research and Industrial Staff Performance), Bhopal (29/05/2012 to 25/06/2012).
- Project on Metal Detector (2012).
- Training on Internet/Broadband from BSNL, Bhopal (25/07/2011 to 10/08/2011).
- Completed a workshop on Embedded System Technology by Sofcon, Noida.
- Completed a workshop on PLC and SCADA by Sofcon, Noida.
- Completed a workshop on DIPTRACE PCB Circuit Designing by SARGE.
- Completed a computer course on MS Office in 2009.
- Completed a course on voice and accent, and advanced communication skills in 2013.

Other Details

LinkedIn: www.linkedin.com/in/sherin-ann-cherian
G class Canadian driving license