

CHUZZY LAURETTA NWAIGA

Replenishment Planner & Guest Service Associate

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PROFESSIONAL SUMMARY

Highly skilled Supply Chain and Inventory Management Professional with 5+ years of experience optimizing end-to-end supply chain operations, demand forecasting, procurement, logistics, and inventory control. Adept at leveraging SAP APO, Power BI, and advanced analytics to enhance stock accuracy, reduce costs, and improve supply chain efficiency. Proven track record in inventory planning, vendor negotiations, materials management, and process optimization, leading to a 20% improvement in inventory turnover, 15% reduction in stock discrepancies, and \$50K in annual cost savings. Experienced in warehouse operations, replenishment strategies, order fulfillment, and logistics coordination, ensuring streamlined supply chain processes that drive operational excellence and compliance with industry standards.

Significant Achievements:

- Spearheaded an inventory optimization initiative that resulted in a 15% improvement in stock accuracy and \$50K in cost savings.
- Recognized for delivering a 95% customer satisfaction rating, positioning among the top-performing associates.

SKILLS

Supply Chain & Inventory Management: Replenishment Planning, Demand Forecasting, Materials Handling
Logistics & Procurement: Order Fulfilment, Supplier Negotiation, Vendor Management, Cost Reduction
Warehouse Operations & Optimization: Stock Reconciliation, Order Processing, Inventory Accuracy, Workflow Automation
Data Analytics & Reporting: Power BI, SAP APO, Microsoft Excel (Pivot Tables, VLOOKUP, Macros), ERP Systems
Process Improvement & Lean Methodologies: Six Sigma, Root Cause Analysis, Process Standardization
Customer Service & Relationship Management: CRM, Issue Resolution, Client Retention Strategies
Regulatory Compliance & Quality Assurance: ISO 9001 Standards, OSHA Compliance, Risk Management

PROFESSIONAL EXPERIENCE

Replenishment Planner

ExxonMobil, New Brunswick, Canada | Jan 2024 – Present

- Orchestrated inventory replenishment strategies, ensuring 99% stock availability across distribution centers.
- Developed and implemented demand forecasting models, reducing stockouts by 30% and improving order accuracy.
- Analyzed historical sales data and market trends to optimize inventory levels, minimizing excess stock and reducing holding costs by 18%.
- Optimized SAP APO workflows to enhance supply chain visibility and streamline replenishment cycles, cutting delays by 15%.
- Negotiated supplier contracts, leading to a 10% reduction in procurement costs while improving vendor compliance.
- Identified root causes of stock discrepancies, implementing corrective actions that improved stock accuracy by 12%.
- Collaborated with cross-functional teams, improving supply chain efficiency and achieving 100% compliance with regulatory policies.

Guest Services Associate

Cineplex, New Brunswick, Canada | Nov 2022 – Present

- Managed customer interactions, handling 80+ daily inquiries related to sign-ups, cancellations, and technical issues.
- Implemented customer engagement strategies, increasing retention rates by 10% and driving higher subscription renewals.
- Reduced service cancellations by 4% through proactive issue resolution and customer education.
- Achieved an 88% first-contact resolution rate, ensuring seamless issue resolution and efficient service delivery, enhancing customer retention.
- Enhanced customer experience by analyzing customer feedback, identifying pain points, and making data-driven service recommendations.
- Maintained detailed service logs and CRM records, enabling trend analysis, performance optimization, and process improvements.
- Upsold premium services by leveraging customer insights and personalized recommendations, contributing to a 5% revenue increase per customer interaction.

Material Assembler

Vuteq, Woodstock, Ontario | May 2023 – Sep 2023

- Assembled and inspected high-precision automotive components, ensuring 99.5% defect-free production.
- Deployed process improvements that reduced assembly time by 12%, increasing production efficiency.

- Utilized lean manufacturing techniques, optimizing workflow and minimizing waste.
- Coordinated with logistics teams to ensure timely delivery of assembled parts, reducing bottlenecks in supply chain operations.
- Trained and mentored new employees, improving team productivity by 15%.
- Conducted quality audits, identifying potential defects before shipment, ensuring 100% compliance with ISO 9001 standards.
- Optimized workspace layouts to improve efficiency and safety, reducing workplace incidents by 10%.

Warehouse Associate

NASCON Allied Industries, Lagos, Nigeria | Feb 2019 – Mar 2020

- Processed and fulfilled 80+ orders per hour, maintaining a 99.5% accuracy rate in inventory tracking.
- Built barcode scanning automation, reducing order processing time by 15%.
- Monitored stock levels, preventing shortages and ensuring seamless operations.
- Led training sessions for over 50 new warehouse employees, improving adherence to best practices and reducing errors.
- Coordinated with logistics teams, optimizing delivery schedules to enhance inventory flow.
- Reduced operational costs by 10% through warehouse reorganization and process enhancements.
- Sustained OSHA compliance, reducing workplace safety incidents by 12%.

EDUCATION

Post Baccalaureate Diploma in Supply Chain Management

Cape Breton University, Sydney, Nova Scotia, Canada | May 2024

Bachelors in Political Science & English

University of Ghana, Accra, Ghana | November 2018

ADDITIONAL INFORMATION

Languages: English

Work Authorization: Canada, Nigeria

Certifications & Training: Data Analysis Certification – Quantum Analytics | 2021, Soft Skills Certification – Jobberman Nigeria | 2018, Lean Six Sigma Foundations – LinkedIn Learning | 2023, SAP Supply Chain Management Training – Online Certification | 2024

Volunteer Experience: *Administrative Assistant | Multi-Value Consults, Accra, Ghana | Dec 2017 – Feb 2018*

- Revamped office supply procurement, reducing expenses by 15%.
- Facilitated international business travel arrangements, streamlining logistics for company executives.