

# Moksh Khanna

RETAIL MANAGER – CRM Systems, Business Analysis, Supply Chain Management

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## SKILLS

- **Customer Relationship Management (CRM):** CRM tools, client tracking, satisfaction improvement.
- **Business Analysis & Strategy:** SWOT, PESTEL, VRIO, Porter's Five Forces, data-driven planning.
- **Project & Operations Management:** Project delivery, process optimization, streamlined workflows.
- **Inventory & Supply Chain:** Resource planning, waste reduction, supply chain optimization.

## WORK EXPERIENCE

### Wireless Sales Associate

*OSL Retail Services*

December 2024 – Present

*Winnipeg*

- Achieved Top 10 ranking in Q1 and secured #2 district-wide in Q2, increasing revenue by 18% through strategic upselling, product knowledge & persistently exceeding monthly sales targets across diverse product categories.
- Drove 60%+ accessory attach rate on device sales, raising average transaction value by 25% by tailoring recommendations, demonstrating key features, and identifying individual customer-specific needs during consultations.
- Maintained planogram compliance and inventory accuracy, enhancing customer satisfaction and reducing stock-outs by 30% through routine stock audits, collaboration with replenishment teams, and precise shelf execution.

### Team Lead

*Indian Food Corner*

September 2022 – November 2024

*Winnipeg*

- Supervised and coached 10+ staff members, boosting customer satisfaction scores by 15% through structured training, shift optimization, and service quality improvements, via mentoring, performance dashboards.
- Streamlined inventory operations by implementing automated ordering systems, cutting waste by 20%, improving stock turnover rate by 35%, ensuring supply-chain efficiency & timely replenishment, using barcode scanning.
- Enforced rigorous food-safety standards and daily compliance checks, achieving zero health violations & maintaining 100% regulatory adherence across all kitchen, through HACCP protocols, temperature log audits.

### Teaching Assistant

*Providence University College*

January 2023 – April 2023

*Winnipeg*

- Facilitated personalized 1:1 tutoring and academic support, increasing student performance by 20% through tailored lesson planning, concept clarification, and preemptive feedback sessions aligned with learning objectives.
- Collaborated with faculty to design curriculum modules and interactive learning materials, upgraded course engagement & participation rates 30% while aligning content with diverse learner needs and academic outcomes.
- Facilitated classroom discussions, coordinated peer reviews, and managed grading for 50+ students, ensuring consistency, and academic integrity across assignments and assessments through structured evaluation rubrics.

### Grading Assistant

*Providence University College*

October 2023 – December 2023

*Winnipeg*

- Graded 200+ assignments and exams with detailed, constructive feedback, improving student performance by 15% through enhanced academic clarity, personalized learning insights, and consistent evaluation practices.
- Designed and implemented a new grading rubric, reducing overall grading time by 25% while improving transparency, alignment with learning outcomes, and student understanding of academic expectations.
- Collaborated with faculty and peers to streamline assessment workflows, and increased satisfaction scores among students by fostering an evaluation process resulting in a 25% improvement in time for graded assignments.

### Warehouse Associate

*TransPlus INC.*

September 2021 – August 2022

*Montreal*

- Optimized warehouse layout & introduced handheld RF scanners, boosting order-picking speed by 25%, inventory accuracy by 35%, and cutting fulfillment errors 20% across a 10,000-sq-ft facility through space utilization.
- Coordinated daily outbound shipments with 3PL carriers, slashing delivery delays by 30% and raising on-time performance to 97% for 1200 monthly orders through preemptive scheduling, and real-time tracking dashboards.
- Trained and onboarded five new associates on safety protocols and, reducing ramp-up time by 40% and halving minor injury incidents while sustaining 99.8% order-cycle compliance during peak seasonal demand.

### Sales Associate

*Hettich India Pvt. Ltd.*

October 2019 – April 2021

*India*

- Managed end-to-end project execution for high-value key accounts, reducing delivery timelines by 25% while maintaining 98% client satisfaction through cross-functional coordination, and milestone tracking.
- Deployed advanced CRM tools and automated follow-up systems, improving client interaction tracking, increasing customer retention 35% through personalized engagement, timely outreach & improved service continuity.
- Mentored and coached 3 junior sales team members on product knowledge, negotiation tactics, and CRM usage, resulting in a 15% boost in overall sales performance and faster onboarding across assorted product verticals.

PROJECT EXPERIENCE

KRAVE – Business Plan for a Food Outlet

Project Lead / Business Strategist

- Developed a full-scale startup business plan with market research, financial modeling, investor interest by 40%, presented a top 10%-scoring pitch deck covering staffing, vendor coordination & digital marketing execution.

Strategic Analysis – Providence University College

Strategy Consultant

- Conducted SWOT, PESTEL, VRIO, and Porter’s Five Forces analyses, identifying 5+ strategic gaps in enrollment, strategy report that improved planning accuracy by 30% and guided long-term policy & budget decisions.

EDUCATION

Associate of Arts – Business Administration

September 2022 – June 2024

Providence University College & Theological Seminary, Winnipeg

Bachelor of Engineering – Mechanical Engineering

September 2016 – July 2021

Chitkara University, India

ACCOMPLISHMENTS & VOLUNTEERING

- Volunteer, Ronald McDonald House Charities – Winnipeg, MB (May 2024 – July 2024)