

Sanchit Sharma

Hub and Logistics Operations Supervisor

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I help logistics teams keep high-volume operations moving through practical problem-solving, workforce planning and continuous improvement.

My experience includes nearly five years at UPS Canada, progressing from Hub Associate to Hub Supervisor. I have worked across automated hub, air freight and cross-dock operations, supporting ten departments. My background in mechanical engineering, transportation logistics and supply chain management connects operational systems with the people who run them.

Career highlights

- **27% fewer recurring shipment exceptions** through root-cause analysis and corrective action.
- **40+ labour hours recovered weekly** through capacity planning and resource allocation.
- **40% reduction in onboarding time** through Safe Work Methods and visual training guides.
- **UPS Trailblazer Award, June 2024**, recognising leadership, community contribution and operational excellence.

Professional experience

Hub Supervisor at UPS Canada

Lachine, Montréal, Canada | April 2023 - June 2026

Supported daily hub operations with 15 supervisors and 130 unionised associates across ten departments. The Hub Manager assigned me to changing operational priorities, workforce deployment, training and problem-solving across departments and projects.

- Coordinated twilight operations handling **50,000+ packages daily and 80,000+ at peak**, within an automated hub processing 100,000+ packages across three shifts.
- Planned labour allocation and shift schedules against forecast volumes; coached associates and worked with union representatives on employee relations and safety.
- Coordinated unit load device (ULD) and air-can build-up, shuttle cutoffs and air-versus-road dispatch decisions to protect service commitments.
- Monitored shipment flow through transportation management systems. Coordinated international holds and returns with Customs, Import, Export, Dispatch and Customer Service, including during the 2025 US-Canada tariff disruption.
- Investigated equipment, system and workflow issues; prepared Daily Equipment Condition Reports and escalated maintenance requirements.
- Redesigned air-door and surge workflows, contributing to **40% less air volume left in the building, 15% more express volume processed before cutoff**, and **99.2%+ on-time express performance**.
- Reduced recurring shipment exceptions through DMAIC analysis and cross-department follow-up; recovered labour capacity through forecasting and resource planning.

Team development and safety

As Hub Supervisor at UPS Canada

- Onboarded **200+ associates** across shifts and departments, including direct training for more than 50 twilight associates.
- Trained **five supervisors** to operate across departments and mentored **three associates** who progressed into supervisory roles.
- Developed Safe Work Methods and visual training guides that reduced onboarding time by 40%. Maintained **97%+ mandatory training completion** and supported zero major safety incidents in assigned areas.

Earlier experience

Hub Associate at UPS Canada

Lachine, Montréal, Canada | August 2021 - April 2023

Worked across receiving, sortation, loading and dispatch, exceeding individual productivity and accuracy targets. Identified recurring twilight sortation errors; escalation led to a process adjustment that reduced misloads.

Project Based Design Consultant

Ambika Enterprises / Munching Wheels / High on Design
Chandigarh, India | May 2018 - June 2019

Delivered mechanical and industrial design work for manufacturing and food-service clients. Optimised facility layouts and production workflows, conducted compliance audits and coordinated vendors.

Areas of expertise

Logistics operations: Automated hubs, cross-dock operations, air freight, ULD build-up, dispatch coordination and service recovery.

People and planning: Workforce forecasting, labour allocation, unionised team coordination, onboarding, coaching and supervisor development.

Continuous improvement: Root-cause analysis, DMAIC, Lean, 5S, Kaizen, workflow improvement and equipment readiness.

Systems and tools: Transportation management systems, advanced Excel, Power BI and SAP.

Education

Supply Chain Management | Attestation of College Studies

Montreal College of Information Technology | 2023 | Specialisation in SAP

Transportation Logistics | Attestation of College Studies

LaSalle College | 2021

Mechanical Engineering | Bachelor of Technology

CGC College of Engineering, I.K. Gujral Punjab Technical University | 2018

Professional training

Frontline Supervisor Training School, UPS Corporate (2023); IATA DGR Air Handling; Transportation of Dangerous Goods (Road/Rail); Workplace Hazardous Materials Information System (WHMIS); Employee Safety Trainer Assessment; Safe Work Methods.

Community and languages

Comprehensive Health & Safety Process Committee member and Wellness Champion (2021-2023). Participated in volunteer initiatives supporting MADA and Starlight Children's Foundation.

Languages: English and Hindi, fluent; Punjabi and Urdu, conversational.