

Sunidhi Chouhan

CUSTOMS BROKER - CBSA Compliance, Trade Documentation & Customs Release

✉ csunidhi05@gmail.com

☎ (+1) 437-973-5952

📍 [Ontario](#)

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SKILLS

- **Import & Export Documentation:** Customs entry forms, validating invoices, reviewing shipping documents.
- **HS Classification & Tariff Lookup:** Product classifications and identifying applicable costs and taxes.
- **CBSA Compliance & Regulations:** Applying customs rules, admissibility guidelines, and trade agreements.
- **Duty & Tax Calculation:** Performing Customs Tax valuation, duty assessment, and trade cost estimation.
- **Trade Systems & Data Management:** CARM, CCS software, and maintaining accurate customs records.
- **Client Coordination & Customer Experience:** Carrier tracking, clearance verifications, Outlook, Teams.

WORK EXPERIENCE

Omni Associate

Walmart Canada

August 2022 – Present

Ontario

- Executed 300+ customer orders with route scanners, material handling equipment, enhancing product selection accuracy by 23% through order zoning, item labeling, balanced staging of grocery stock bins across systems.
- Audited 250+ SKU cycles via RF dashboards, improving product quality by 17% using inventory verification, shipping record checks, daily interaction logs to maintain systemized stock and timely replenishment accuracy.
- Directed inbound workflows with barcode layouts and grocery balance charts, lowering load delays by 18% through optimized routing, team alignment, and proper use of handling tools during order transfer operations.
- Processed 200+ return or refund postings through POS systems, improving customer satisfaction by 22%.

Concierge

DSM

April 2023 – December 2025

Ontario

- Tracked 600+ inbound customer orders with GPS panels to improve customer satisfaction by 21%, using balanced workflow logs, product quality checks, and delivery posting sheets to ensure consistent and error-free updates.
- Coordinated carriers and suppliers for 180+ shipment postings using ERP panels, debit validations, preventing 24% inbound mismatches through material handling accuracy, order documentation, stock control verification.
- Updated 400+ supplier profiles across CRM modules, ensuring organized data flow, product quality through vendor lists, compliance tagging, grocery category grouping improving order visibility and data balance efficiency.
- Managed 200+ freight dispatch orders per day with routing maps, achieving 99% customer satisfaction rates.

Customer Service Representative

Sutherland

February 2022 – July 2022

India

- Processed 1,500+ inbound shipment postings through PO validation and GL checks, maintaining 98.6% accuracy by balancing product quality sheets, order codes, and shipment entries supporting systemized process records.
- Reviewed 300+ billing flows, reducing mismatch errors by 21% through organized ledger audits, invoice posting, and product selection verification for smoother inbound shipment accuracy and higher customer satisfaction.
- Verified 180+ vendor payment postings, eliminating 24% discrepancies via debit validations, supplier logs, and grocery material handling accuracy measures to support warehouse shipping data consistency correctness.
- Updated 400+ supplier and product records in CRM tools, increasing organizational shipment accuracy by 20%.

Logistics Coordinator

Trimurti Enterprises

November 2020 – January 2022

India

- Supervised 200+ freight movements through WTMS, reaching 99% KPIs by balancing route zoning, order handling, and product selection for efficient grocery delivery and improved customer satisfaction performance.
- Managed 600+ inbound shipment postings using GPS data and communication logs, lowering client escalations by 21% via real-time order tracking, accurate product quality updates, and verified interaction tracking recordings.
- Administered 30+ vehicle diagnostics per day with maintenance logs, avoiding 40% transit halts by managing handling balance, operational flow, product quality security across regional shipping and dispatch tracking nodes.
- Audited 900+ inbound manifests with weight sheets, improving records by 26% through inventory validation.

EDUCATION

Postgraduate - Global Business Management (Supply Chain)

Georgian College, Ontario

August 2022 – August 2024

Bachelor - Management Studies (Human Resources)

Mumbai University, India

June 2017 – October 2020

CERTIFICATIONS

- **Introduction to Canadian Customs and Border Procedures — Expected May 2026**
- **Truck Dispatch & Freight Brokerage Specialist**