

# Lokesh Kumar

PROJECT COORDINATOR – Project Scheduling, Workflow Optimization, Documentation Management

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## SKILLS

- **Project Coordination:** Planning, coordinating, and tracking project timelines, deliverables, and resources.
- **Office Administration:** Reported the managing schedules, documentation, communications, and office tools.
- **Administrative Support:** Data entry, record keeping, meeting coordination, and workflow streamlining.
- **Technical Tools:** Proficiency in Office Productivity Suite, project scheduling software, Google Workspace.
- **Document Control:** Managing digital files, version tracking, and digital document archiving systems.

## WORK EXPERIENCE

### Restaurant Supervisor

June 2024 – Present

*OHshawarma*

*Ontario*

- Directed shift operations across 3 restaurant units by enforcing SOPs, validating workflows, and assigning role based tasks, reducing miscommunication issues among staff by 30% using standard leadership protocols.
- Mentored 10+ new hires monthly using operational demonstrations, live shift shadowing, and compliance walk-throughs, achieving a 40% reduction in onboarding delays while ensuring uniformity in operational execution.
- Monitored inventory using barcode enabled tracking tools, flagged count mismatches during cycle audits and executed just-in-time restocking practices, decreasing expired goods volume & spoilage-related losses by 28%.
- Logged customer complaints into digitized workflow databases, categorized by type & urgency, coordinated resolution protocols, which accelerated escalation responses & reduced service failures by 35% in 3 months.
- Compiled staffing dashboards & task progression reports weekly, realigned schedules based on real-time occupancy analytics & adjusted team loads to elevate staff-to-demand accuracy by 22% during high-traffic durations.

### Business Development Executive

January 2021 – April 2022

*ESEO Solution Private Limited*

*India*

- Generated 150+ qualified leads monthly via targeted cold calling scripts, segmented email automation funnels, and CRM data mining, increasing overall outreach-to-conversion ratio by 34% within a single business quarter.
- Delivered technical service demos for SEO, PPC, and SMM tailored to sector-specific KPIs and customized pitch decks, converting performance dashboard metrics into insights that raised new client acquisition by 40%.
- Constructed CRM tracking pipelines to log client touchpoints, automate engagement follow-ups, and eliminate task overlap, which led to a 32% improvement in customer retention and interaction frequency across verticals.
- Devised data-driven customer segmentation by analyzing historical conversion metrics and campaign behavior, elevating targeting efficiency and decreasing average lead response lag by 28% over consecutive quarters.
- Facilitated weekly sprint briefings with design, sales, and content teams, mapping KPI-driven delivery timelines and project health indicators to boost collaborative efficiency by 37% across marketing campaign cycles.

### Accountant

January 2018 – March 2020

*Bhushan Associates*

*India*

- Processed and maintained ledgers for 20+ SME clients using double-entry bookkeeping, ensuring accurate reconciliations, audit alignment, and accelerating report finalization timelines by 25% through consistent tracking.
- Operated 300+ income tax and GST returns by verifying invoice trails, applying eligible deductions, and reconciling input credits, resulting in 100% regulatory compliance and eliminating rejection or re-filing requirements.
- Standardized Tally ERP workflows using ledger templates, control accounts & audit flags across diverse portfolios, reducing redundancy, data entry inconsistencies & improving processing time by over 40% in reporting cycles.
- Analyzed monthly bank statements, matched transactions with journal entries, and resolved discrepancies via matrix audits, reducing reconciliation gaps and enhancing accuracy of monthly closing cycles by 18%.
- Produced cash flow projections utilizing historic P&L data, operational expenditure logs, and tax computation sheets, boosting financial modeling accuracy by 30% and supporting strategic investment recommendations.

## PROJECTS

### Inventory Management System Implementation

November 2023 – March 2024

*Project Coordinator, Ontario*

- Coordinated cross-functional workflows between procurement, logistics, and IT using automated schedules, shared dashboards, and system alerts, reducing inventory processing delays and manual interventions by 35%.
- Supervised phased deployments, validated vendor inputs, and corrected mismatch entries in ERP records, increasing end-to-end supply visibility and reducing restocking cycle errors across SKUs and locations by 40%.

## EDUCATION

### Postgraduate Diploma Certificate in Project Management

September 2023 – April 2024

*Durham College, Ontario*

### Bachelor of Commerce

May 2014 – July 2017

*Sunrise University, Alwar*