

Chadi Frague

Supply Chain Operations Supervisor & Coordinator | Omnichannel Fulfillment, Team Leadership & Data-Driven Execution | Dual Bachelor's in MIS & Corporate Management

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Dual U.S. and Moroccan Citizen

PROFESSIONAL SUMMARY

Results-driven Supply Chain & Operations Professional with extensive hands-on expertise in end-to-end inventory control, omnichannel fulfillment, and distribution floor supervision. Proven track record of leading teams of 20+ employees, maintaining 99% inventory accuracy, and utilizing data tools to streamline daily workflows and reduce processing times. Seeking a Logistics Manager or Operations Supervisor role to drive floor-level efficiency, lead high-performing teams, and optimize daily fulfillment operations.

SKILLS

Supply Chain & Operations: Inventory Management, Fulfillment Operations, Inbound/Outbound Logistics, Demand Forecasting, Process Optimization, Waste Reduction, Order Processing.

Data & Analytics: SQL, Python (Pandas, Automation), Power BI, Tableau, Advanced Excel (XLOOKUP, Pivot Tables, FORECAST.LINEAR), SAS Enterprise Guide.

Leadership & Project Management: Team Supervision, Staff Training, Performance Tracking, KPI Management, Cross-Functional Collaboration.

WORK EXPERIENCE

Nov 2022 – Aug 2026
Charlotte, NC

Logistics Processor
Nordstrom
• Managed end-to-end inbound/outbound logistics and inventory control processes using advanced data systems, sustaining a 99% inventory accuracy rate.
• Trained and supervised 20+ team members, improving productivity by 15% and fostering collaboration.
• Used Excel and Power BI to analyze performance trends and identify workflow inefficiencies, reducing processing time by 12%.
• Contributed to the store's #1 regional ranking for fastest delivery through process optimization and KPI tracking.

Nov 2021 – Nov 2022
Charlotte, NC

Customer Service Representative
Nordstrom
• Provided exceptional customer service while identifying patterns in client feedback to improve service efficiency by 15%.
• Developed onboarding and training materials while supervising and coaching 20+ team members, accelerating new-hire adaptation and boosting team performance.
• Collaborated with management to streamline workflows and enhance customer satisfaction metrics.

Apr 2021 – Oct 2021
Charlotte, NC

Shift Lead / Operations Coordinator
US Fried Chicken
• Supervised daily operations for a team of 20+ staff, coordinating front- and back-of-house workflows to improve order fulfillment speed by 15%.
• Optimized inventory management and stock control systems, reducing material waste by 20% and improving cost control across supply operations.
• Leveraged Excel tracking sheets to forecast demand and schedule staffing efficiently.

Jan 2021 – May 2022
Charlotte , NC

Student Mentor
UNC Charlotte
• Guided students in academic and career development, helping them achieve personal and professional goals.
• Used performance data to identify improvement areas and design personalized learning plans.

• Organized workshops on leadership, goal setting, and effective communication.

Nov 2020 – Mar 2021
Charlotte, NC

Fulfillment Associate
Amazon
• Executed high-volume order fulfillment and picking/packing operations meeting strict delivery standards with 100% accuracy.
• Managed multiple orders simultaneously while maintaining high efficiency and attention to detail.
• Provided exceptional service by ensuring freshness, quality, and on-time fulfillment for all customer orders.
• Supported team operations by training new associates on fulfillment best practices and safety guidelines.

Apr 2018 – Jan 2020
Charlotte, NC

Sales Manager
Boost Mobile
• Managed store operations, achieving 15% year-over-year revenue growth through data-backed sales strategies.
• Led a team of 20+ employees, delivering coaching, training, and performance evaluations to drive excellence.
• Analyzed sales metrics using Excel to identify top-performing products and optimize sales campaigns.

EDUCATION

Jan 2021 – Aug 2025
Charlotte, United States

Bachelor's in Management Information Systems
University Of North Carolina At Charlotte
Cumulative GPA: 3.92 | **Honors:** Chancellor's List & Dean's List (Multiple Semesters, 2021–2025)

Sep 2013 – Jun 2016
El Jadida, Morocco

Bachelor's in Corporate Management
Polydisciplinary Faculty Of El Jadida
Cumulative GPA: 3.36 | **Distinction:** Ranked #1 University-Wide (Semester 5)

CERTIFICATES

Unilever Supply Chain Data Analyst Professional Certificate | November 2026
- End-to-end supply chain operations, planning, logistics, procurement, and inventory management strategies.

Google AI Professional Certificate | October 2026
- Generative AI, prompt engineering, AI-assisted research, data analysis, content creation, and AI app building.

Google Data Analytics Professional Certificate | June 2025
- Data preparation, cleaning, analysis, and visualization using spreadsheets, SQL, Tableau, and R.

LANGUAGES

English — Native/Bilingual

French — Native/Bilingual

Arabic — Native/Bilingual

German
(B1, currently learning)

Spanish — Conversational

Turkish — Conversational

Italian — Conversational

PROJECTS

Logistics Network Freight Cost & Lane Optimization
Excel (Solver)
- Built a linear programming distribution model to minimize multi-echelon freight expenditures across manufacturing plants and distribution centers.
- Optimized 12 transportation lanes to reduce total shipping costs while strictly satisfying factory capacities and 100% customer demand.

Supplier Performance Scorecard & ABC-XYZ Inventory Segmentation
Excel
- Developed a procurement analytics model evaluating vendor reliability across On-Time In-Full (OTIF) delivery, quality acceptance rates, and lead-time variability.
- Segmented SKU portfolios using dual-axis ABC-XYZ classification (annual spend vs. demand volatility CV) to drive targeted inventory replenishment strategies.

Warehouse Operations & Inbound Fulfillment Dashboard
Power BI
- Designed an inbound logistics dashboard tracking Dock-to-Stock turnaround times, carrier OTIF compliance, and receiving accuracy across 3 facilities.
- Identified bottlenecked delivery schedules and evaluated vendor performance to minimize dock wait times.

(*View full portfolio of other operational analytics projects at: github.com/chadiif)