

AJAY VIJAY KURUP

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SKILLS SUMMARY

- Communication Skills - Fluent in English, Hindi, and Malayalam languages
- Ability to work effectively under time pressure and for long and extended hours
- Team player focused on collaboration, team-building & customer relations.
- Punctuality, Adaptability, Positive Attitude, & strong passion for ensuring customer satisfaction.
- Prioritization of work, Multitasking, and problem-solving abilities in a fast-paced environment
- Microsoft Office (Word, Excel, PowerPoint), E-Commerce, Oracle ERP.
- Adaptable and Flexible, Stockroom management, Building Customer Relationship and Loyalty, Customer Service, Warehouse Inventory management, Extended Shifts, Front Desk Operations.

EDUCATION

- Pursuing **Project Management** at Conestoga College, Doon Campus.
- Bachelor's in Computer Science & Engineering.

EXPERIENCE

STORE ASSOCIATE

Marshalls, Kitchener, ON

September 2022 – Currently Working

Working as a warehouse associate, responsible for unloading products from trucks, stocking based on categories, and knowledgeable on warehouse and inventory management.

RESTAURANT TEAM MEMBER

Charcoal Dining, India

Sept 2012 – Feb 2013

- Responsible for handling 100-200 customers daily, their queries, questions and customer orders.
- Food Sorting, Categorizing perishable and non-perishable food, processing bill payments.

SENIOR SOFTWARE ENGINEER

First American, Tech Mahindra, India

March 2013 – Aug 2022

- Managed a team of five, assigning duties to the team members.
- Data preparation, communicating with customers & gathering requirements w.r.t Supply Chain Management modules like Order Management and Pricing.
- Proactively responding to customer queries.

AVAILABILITY (Flexible - Part Time)

- Monday: 5 PM to 11 PM *Open to Night Shift*
- Wednesday: 5 PM to Overnight *Open to Night Shift*
- Thursday: 7 AM to 5 PM *Open to Night Shift*
- Friday: 5 PM to Overnight *Open to Night Shift*
- Saturday: Anytime Day/Night *Open to Night Shift*
- Sunday: 7 AM to 10 PM *Open to Night Shift*