

# Bhawna Shekhawat

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Location: Canada

## Summary

Experienced professional with a strong background in hospitality management, sales, and customer service. Currently pursuing MBA with a focus on expanding business knowledge. Skilled in team leadership, communication, and strategic problem-solving.

## Experience

### Front-End Cashier

Real Canadian Superstore | Mission | Present

- Delivered personalized customer service, increasing satisfaction and retention.
- Accurately processed transactions and maintained an organized checkout area.
- Assisted customers with product queries and demonstrated features.
- Adhered to safety and cleanliness protocols to ensure a welcoming environment.

### Field Marketing Representative

President's Choice Financial | Chilliwack/Abbotsford | April 2024 – September 2026

- Promoted financial products to a wide customer base through proactive engagement.
- Tailored recommendations to individual needs using strong interpersonal skills.
- Provided informed product knowledge to enhance trust and satisfaction.

### Assistant Manager – Food & Beverage

Hamir Bagh Resort | Jodhpur, Rajasthan | January 2021 – October 2023

- Managed over 25 staff across departments, ensuring smooth operations.
- Monitored finances, optimized labor costs, and achieved high service standards.
- Planned menus and special events in collaboration with the Executive Chef.
- Achieved a 90% guest satisfaction rate through service improvement initiatives.

### Kitchen Supervisor

Hamir Bagh Resort | Jodhpur, Rajasthan | July 2019 – December 2020

- Oversaw kitchen operations and compliance with food safety standards.
- Managed inventory and ensured proper staffing and scheduling.
- Supported menu development and customer engagement during events.

### Senior Sales Executive

Fusion Business Solutions Pvt Ltd | Udaipur, Rajasthan | January 2018 – April 2019

- Conducted lead generation and cold calls to grow client base.
- Resolved client issues promptly, increasing satisfaction and loyalty.
- Improved client relations and reduced complaints by 80%.

## **Education**

### **Master of Business Administration (In Progress)**

University Canada West | Canada

### **MA in English Literature**

India

### **MA in Political Science**

India

### **Bachelor of Science**

India

## **Skills**

- Excel • SQL • Tableau
- PowerPoint • Verbal communication • Written communication
- Presentation • Public speaking • Time management
- Task management • Team leadership • Hospitality management
- Cash handling • Customer service • Strategic thinking
- Problem solving

## **Reflection**

Throughout my career journey, I've developed a strong foundation in customer service and operational management. My experiences have taught me the value of adaptability, clear communication, and teamwork. I approach challenges with a solution-oriented mindset and continuously seek opportunities to expand my skill set. As I pursue my MBA, I am focused on building upon these strengths while developing new capabilities in business analytics and strategic planning.

## **Appendix: LLM Output**

This portfolio was created with the assistance of an AI language model. The AI helped structure the content, suggested layouts, and provided formatting guidance. All professional experiences, skills, and qualifications are authentic and were provided by me. The AI served as a tool to organize and present information in a professional manner.