

AKANGSHA SHAH

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OBJECTIVE

Motivated and detail-oriented professional pursuing postgraduate studies in Marketing and Human Resources Management, actively seeking a part-time opportunity in Customer Service or Retail. Eager to contribute strong interpersonal, problem-solving, and organizational skills to support a positive customer experience and smooth store operations.

EDUCATION

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|--|---------------------|
| Fanshawe College , London, ON | Sep 2024 – Aug 2025 |
| Postgraduate Certificate in Marketing Management | |
| St. Clair College , Windsor, ON | Sep 2023 – Apr 2024 |
| Postgraduate Certificate in Human Resources Management | |
| Veer Narmad South Gujarat University , Surat, India | 2017 – 2021 |
| Bachelor's Degree in Business/Commerce | |

SKILLS

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|-------------------------|---|
| Customer Service | Point-of-Sale (POS), Transaction Processing, Complaint Handling |
| Soft Skills | Communication, Team Collaboration, Problem Solving, Time Management |
| HR | Recruitment, Onboarding, Employee Engagement, Documentation |
| Technical | Microsoft Office, Digital Marketing Tools, Inventory Systems |

EXPERIENCE

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|---|--------------------------------|
| Fulfillment Associate | Jun 2024 – Present |
| Amazon Fulfillment Centre | <i>London, ON</i> |
| <ul style="list-style-type: none">• Accurately sorted and prepared inbound inventory for shipment based on priority and destination.• Operated warehouse tools such as pallet jacks and hand trucks to maintain efficient inventory flow.• Packaged and labeled items to meet strict quality and safety standards.• Maintained a hazard-free workspace and followed company safety protocols consistently. | |
| Human Resources Assistant | Nov 2021 – Nov 2022 |
| Gangamani Enterprise Pvt. Ltd. | <i>Bharuch, Gujarat, India</i> |
| <ul style="list-style-type: none">• Supported recruitment processes including sourcing candidates and scheduling interviews.• Prepared employment contracts and maintained accurate employee records.• Coordinated onboarding, training sessions, and employee engagement activities.• Assisted in documentation and compliance tracking for HR operations. | |

PROJECTS

Marketing Strategy Enhancement Project. Assisted in creating digital campaigns using marketing automation tools, leading to a 20% increase in engagement for a simulated client.

HR Process Optimization. Designed a centralized documentation system for new hire onboarding and compliance, reducing processing time by 30%.

EXTRA-CURRICULAR ACTIVITIES

- Volunteered in organizing career fairs and cultural events at St. Clair College.
- Participated in case competitions related to marketing and HR during postgrad studies.

LEADERSHIP

- Led onboarding and mentoring of new fulfillment associates at Amazon, ensuring a smooth transition into workflow and safety procedures.