DONAL GONSALVES

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**Objective:** Confident and reliable individual offering element communication and leadership skills and the crucial ability to operate in fast-paced environments.

**Availability**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Monday** | **Tuesday** | **Wednesday** | **Thursday** | **Friday** | **Saturday** | **Sunday** |
| Open | Open | Open | Open | Open | Open | Open |

**Educational Qualification**

* PG Diploma in Information Technology Business Analysis (Conestoga College, Kitchener Downtown Campus) 2022 – 2023.
* Bachelor of Computer Science (University of Mumbai) 2013 – 2016.

**Work Experience**

# Concession Cashier, | Compass Group (Cambridge, Canada) | Oct 2024 – Present

* Processed customer payments using Clover POS system, clocking an average transaction time of 31 seconds.
* Monitor inventory levels and order new supplies as necessary.
* Resolve customer complaints, guide them and provide relevant information

# Dishwasher, | Ben Thanh (Cambridge, Canada) | Jan 2024 – Present

* Operated commercial dishwashing equipment to clean and sanitize dishes and kitchen utensils.
* Maintained a clean and organized kitchen environment by sweeping, mopping, and wiping surfaces.

# Crew Member, | Score Pizza (Kitchener, Canada) | Oct 2023 – Aug 2024

* Greet customers warmly and take orders accurately.
* Ensure customer satisfaction by providing friendly, courteous service.
* Skillfully utilizing precision cutting tools to cut vegetables and meat products.
* Closely followed standard procedure for safe food preparation, assembly and presentation to ensure customer satisfaction.
* Upsell additional menu items when appropriate
* Operated cash register with proficiency

# Facility Attendant, | Conestoga College (Kitchener, Canada) | Apr 2023 – Dec 2023

* Greeting and interacting with members and guests by answering questions, and giving tours
* Provides information regarding membership services and fees
* Accepts and processes payments via electronic point of sale systems
* Performs accurate balancing and closing of cash tills daily
* Assist with set-up and take down of event spaces
* Report all concerns, accidents and incidents to immediate supervisor and take appropriate action

# Crew Member, | Supreme 2 For 1 Pizza and Wings (Kitchener, Canada) | Mar 2023 –

# Aug 2023

* Greet customers warmly and take orders accurately.
* Ensure customer satisfaction by providing friendly, courteous service.
* Monitor inventory levels and order new supplies as necessary.
* Closely followed standard procedure for safe food preparation, assembly and presentation to ensure customer satisfaction.
* Upsell additional menu items when appropriate
* Operated cash register with proficiency

**Skill Set**

* Technical Skills: - MS Word, MS PowerPoint, MS Excel
* Strong communication skills
* Inventory software expertise
* Working knowledge of catalogue systems
* Detail-oriented
* Teamwork
* Strong organizational, time-management and multitasking skills
* Hardworking

**Certificate**

* Food Handler (FoodSafety.CA) Certificate Number – 182194 Mar 2023 – Mar 2028
* Smart Serve Ontario (SmartServce.CA) Certificate Number – 231030321980 Oct 2023 – Oct 2028