

Bhawna-Portfolio

BHAVNA SHEKHAWAT

Quarto

shekhawatbhawna555@gmail.com

Based in Canada | Open to Opportunities

Professional Summary

Dedicated and adaptable professional pursuing an MBA at University Canada West, with a robust academic background in English Literature, Political Science, and Science. Over 5 years of diverse experience across customer service, marketing, hospitality, and financial services. Known for excellent communication, task management, and problem-solving abilities.

Work 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%.

Front Desk Agent

- Greeted and assisted guests, coordinated bookings, and resolved front-desk inquiries.
- Maintained records and ensured a positive first impression of the facility.

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

Certifications

- Serving It Right – Canada

Skills

- Verbal & written communication
- Excel, SQL, Tableau, PowerPoint
- Time & task management
- Cash handling & customer service
- Strategic thinking & problem solving
- Team leadership & hospitality management

Availability

Day	Hours
Monday	7:00 AM – 10:00 PM
Tuesday	7:00 AM – 10:00 PM
Wednesday	Not Available
Thursday	7:00 AM – 10:00 PM
Friday	7:00 AM – 10:00 PM
Saturday	7:00 AM – 10:00 PM
Sunday	7:00 AM – 10:00 PM
