

Gayathri SRIKANTI

Scarborough, ON M1J 1Y9

647-809-2109

srikantigayathri42@gmail.com

[LinkedIn](#)

SUMMARY OF QUALIFICATIONS

- More than 1 year of professional experience as a receptionist in the retail industry
- Trained in customer service support, clients hosting, phone etiquette, and data/information system management
- Balanced bilingual in French, English; native of Telugu and Hindi
- Strong interpersonal communication skills: active listener and proactive problem-solver
- Proficient in modern technological tools and software: perfect mastery of Microsoft Office Series
- Kind, courteous and easy to work with others and able to act independently in an autonomous manner, under pressure meeting targets and deadlines
- Beginning with some software's programmes such as SQL, HTML, JavaScript and linux

EMPLOYMENT EXPERIENCE

Information Officer
Gatestone, Toronto

August 2021- Present

- Handle 85+ in-bound calls for Canada's COVID19 Crisis Hotline
- Assist customers and address their needs by sharing relevant updates and information

Interviewer
Decision Point Research, Toronto

June 2019- March 2020

- Contacted customers via phone and e-mails to propose surveys on a variety of topics (e.g., after-sale satisfaction, feedback on policies and government initiatives, etc.)
- Administered surveys and facilitated interviews in both official languages (French and English) for public and private entities
- Collected data and documented customer profiles and biographic information
- Communicate clients' decisions to recruiters regarding their participation in studies, scheduled appointments accordingly

VOLUNTEERING EXPERIENCE

Breakfast Club, Étienne Brule

2018- 2019

- Participated in food preparation by respecting hygiene measures and safety procedures, and helped
- Helped in food distribution during breakfast time while ensuring quality and efficient service to all the schoolers present at lunchroom

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Tutor, Étienne Brule

2017- 2019

- Aided students with learning difficulties in-person with their Math and French homework

Junior Youth Club-Toronto Van Horne,

2017-2018

- As part of group, provided community services (e.g., neighborhood clean-up)
- Read book and discussed in the team, moral and life lessons learned

Amnesty International, Montreal, P.Q.

2015 -2016

- Organized materials and office supplies
- Collected signatures on petition

EDUCATION

Centennial College

Software Engineering Technology

2021- Present

High School Diploma

2012-2021

École Secondaire Étienne Brule, Toronto, ON

TRAINING

Youth Job Connection (YJC) Training

2022

Centre Francophone du Grand Toronto

CERTIFICATION

Worker Health and Safety Awareness

2022

Ministry of Labour, Training and Skills Development – Online

LANGAGES

- **French**
- **English**
- **Telugu**
- **Hindi**

REFERENCES AVAILABALBLE UPON REQUEST