

HARSHIT MADAAAN

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Summary

Dedicated and reliable student with hands-on experience in retail and customer service. Adept at organizing backroom products, using PDT and MMS systems, managing inventory, and ensuring proper product displays. Proven ability to balance customer interaction with merchandising and loss prevention responsibilities, demonstrating strong problem-solving skills and a commitment to continuous improvement. Passionate about delivering excellent service and contributing to team success.

Career Objective

Enthusiastic and detail-oriented individual seeking a position as Clerk. Eager to leverage my organizational abilities, customer service skills, and commitment to quality and safety standards to maintain a neat and efficient backroom, assist customers, and support store operations. Dedicated to enhancing customer satisfaction and contributing to team success.

Skills

Technical Skills

1. Proficiency in MS Office applications
2. Familiarity with PDT and MMS systems
3. Familiarity with inventory management software
4. Basic knowledge of HTML for online order systems
5. Strong computer and register skills

Soft Skills

6. Excellent attention to detail and organizational skills
7. Strong problem-solving and analytical abilities
8. Effective time management and multitasking capabilities
9. Excellent oral and written communication skills
10. Ability to work independently and take initiative
11. Collaborative team player with a flexible approach to work assignments
12. Detail oriented with the ability to record keep

Physical Requirements

1. Ability to lift up to 50 pounds
2. Ability to work in and out of hot and cold environments, including fridges, freezers, and near ovens and kitchen areas.

Experience

Produce Clerk

No Frills, Kingston Road, Toronto,
Ontario
(February 2025 – Present)

- Maintained quality and freshness by inspecting and rotating stock regularly
- Picked and stocked produce with accuracy while ensuring product quality
- Assisted customers with product selection and provided friendly service
- Maintained cleanliness and hygiene in work area, following food safety regulations
- Ensured the produce department was well-stocked, fresh, and clean at all times.
- Assisted customers with locating and selecting fresh produce items, providing friendly and helpful service.
- Conducted regular quality checks and removed any expired or damaged products..

Customer Service Representative
Devgon Industries, Brampton, Ontario
[November 2024] – [February 2025]

- Provided excellent customer service and positively engaged with all customers.
- Balanced customer interaction with fulfillment responsibilities, supporting issue resolution and enhancing customer experience.
- Adhered to strict safety and hygiene standards, maintaining a clean work area and ensuring proper handling of products.
- Operated material handling equipment safely, performing pre-inspection checks and exhibiting behaviors that support company values.

Junior Inventory Associate
Hudson Bay, Scarborough, Ontario
[April 2024] – [October 2024]

- Organized backroom products and followed Backroom Inventory Management (BIMI) processes.
- Used PDT and MMS systems to perform daily tasks efficiently.
- Managed exit strategy and product return as directed.
- Specialized in assigned areas of product inventory, product placement.
- Maintained store standards pertaining to image and trends in store.
- Ensured product displays were consumer-focused and “shoppable.”

Education

Centennial College | Toronto, ON
Software Engineering Technician
01/2025 – Current

Certificate in Computer Language | Faridkot, Punjab, India
GIIT Certification in C & C++
05/2024- 07/2024

Languages

English:
Native/ Bilingual

Hindi:
Native/ Bilingual

PUNJABI:
Native/ Bilingual