Karan Gulia

Waterloo, Canada

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# EDUCATION QUALIFICATIONS

**BBA with Project Management, Yorkville University** currently pursuing.

North York, Ontario Place, Canada

## Diploma in Business Management Dec, 2023

Place, India

# WORK EXPERIENCE

Organization : **Reliance Mart** Nov,2022 – Feb,2023 Profile : Crew Member Delhi, India

Description : 1. Worked front counter, drive-thru and areas.

2. Worked well with teammates and accepted coaching from the management team.

3. Took Orders, prepared meals, and collected payments.

4. Collaborated with team members to complete orders.

5. Provided excellent customer service by greeting customers and meeting quality expectations.

6. Cleaned and maintained all areas of the restaurant to promote a clean image.

7. Assisted other team members to achieve goals.

8. Trained new team members on procedures, customer service, and sales techniques.

9. Prepared products following restaurants, health, and safety standards and procedures.

Organization : **Mystery Rooms** March,2023 - Dec, 2022

Profile : Customer Relationship Officer (CRO) New Delhi, India

Description : 1. Greeted Customers and responded to informational requests and give briefing about the company.

: 2. Handed customer complaints and concerns promptly, escalating complex issues to direct Branch Manager for

quick resolution.

3. Collecting Card and cash payments to complete transactions for customer orders.

# SKILLS

* Basic Knowledge of Computer & Internet
* Attention to Detail Communication
* Physical Fitness Basic Technical Skills
* Problem Solving Adaptability
* Customer Service Teamwork

# Certifications

* First Aid CPR
* Use of Force
* Smart Serve
* Security guard
* Driving license G2