


JAWAL AGRAWAL

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CAREER OBJECTIVE:

Secure a responsible job opportunity that will allow me to completely utilize my knowledge and skills and to put my interpersonal talents to good use in order to achieve customer satisfaction and experience goals while also contributing to the company's success.

ACADAMIC QUALIFICATION:

- **Computer Programming/Analysis (Seneca College)** **PRESENT**
This three-year advanced diploma programme will provide the skills and information to start a career as a software engineer. It will help me become acquainted with programming languages, programme design, and system analysis. All courses use web ideas to construct active database web apps on a range of operating systems. Professional option courses teach advanced techniques.
- **High School (11th / 12th Grade) (St. Kabir School, Ahmedabad)** **(2019 – 2021)**

SKILLS:

- Ambitious
- Hardworking
- Energetic and well disciplined
- Microsoft Office Proficient
- Computer Proficient

PROJECT UNDERTAKEN:

- Volunteered at **SWACHCHAGRAH** (Clean Planet)
- Member of **IIMUN debate committee.**
- Member of **CEE Environmental drive** (Ahmedabad)

WORK HISTORY:

- **D- Mart Cashier (Ahmedabad, India):** **March 2021 – May 2021**
 1. Responsible for cashing out members and assisting them.
 2. Providing customer service including handling questions and queries.
 3. Portray excellent communication skills to allow me to successfully connect with customers, employees, and management.
 4. Replenishing products on shelves during shift merchandising stock up during store hours.
 5. Greet customers warmly and assist them with order placements, refunds, and exchanges

• **VSA Sales Executive (Ahmedabad, India):** **June 2021 – Nov 2021**

1. Resolve customer complaints via phone, email, and social media.
2. Customer Greeting, interaction, and support.
3. Stock management and refilling.
4. Selling products and services to customers.
5. Maintain accurate and attractive merchandise displays, ensuring strategic placement of products to maximise purchases.
6. Assist an average of 40 customers per day in finding or selecting items and providing recommendations.

• **Caffe Demetre (Toronto, Ontario):** **Currently**

1. Dishwasher and working in the kitchen
2. Maintain knowledge of all products and serving more than 150 customers on daily basis.
3. Assisting manager with daily reports & cash handling which consists of exchange of debit, credit and cash, compiling with different supporting documentation.
4. Providing exceptional customer service by giving them friendly atmosphere.
5. Ordering inventory almost on daily basis and manage stock level to meet customer's need.
6. Training fixed-term employees to professionally sell products and communicate with customers to provide them with better satisfaction.