

Jay Sojitra

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[LinkedIn](#) | [Portfolio](#)

Professional Summary

Customer-focused professional with expertise in processing high-volume transactions, assessing client needs, and delivering tailored solutions. Skilled in cash handling, compliance, and operational efficiency. Proven ability to build trust-based relationships, resolve concerns, and promote products/services to enhance customer satisfaction. Seeking to contribute to TD's legendary customer experience as a Customer Experience Associate.

Professional Experience

Assistant Manager <i>Johnnys Hamburgers LTD – Toronto, ON</i> <ul style="list-style-type: none">Processed high-volume transactions with accuracy and adherence to compliance standards.Assessed customer needs and recommended solutions, increasing engagement and retention.Streamlined workflows, reducing wait times by 18%.Trained and coached staff to enhance service quality across multiple locations.	May 2024 – Present
Recreational Assistant (Volunteer) <i>Bay Shore Community Living – Scarborough, ON</i> <ul style="list-style-type: none">Built trust-based relationships by providing attentive support and companionship.Maintained confidential records and assisted in daily program delivery.Collaborated with team members to foster an inclusive, positive environment.	Aug 2023 – Mar 2024
Office Administrator <i>Orphic Immigration and Education PVT LTD – Surat, IN</i> <ul style="list-style-type: none">Provided professional client service, resolving inquiries promptly.Coordinated administrative operations to improve efficiency and communication.	May 2022 – Jul 2022

Education

Diploma in Computer Programming
Seneca College – CGPA: 3.2

Key Skills

Customer Experience & Relationship Building	Financial Transactions & Cash Handling
Needs Assessment & Solution Selling	Operational Excellence
Time Management	Microsoft Office Suite
Compliance & Confidentiality	Team Collaboration

Certifications

- First Aid & CPR Level C
- Food Handler Certificate
- Ontario G2 Driving Licence

Availability

Monday – Sunday, Anytime