

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

Johnnys Hamburgers LTD – Toronto, ON

May 2024 – Present

- 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.

Recreational Assistant (Volunteer)

Bay Shore Community Living – Scarborough, ON

Aug 2023 – Mar 2024

- 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.

Office Administrator

Orphic Immigration and Education PVT LTD – Surat, IN

May 2022 – Jul 2022

- Provided professional client service, resolving inquiries promptly.
- Coordinated administrative operations to improve efficiency and communication.

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