

**Jay Sojitra**  
*Customer Service and Operations Professional*

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LinkedIn

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## PROFESSIONAL SUMMARY

Highly skilled Customer Service and Operations Professional with a proven track record in team leadership, process improvement, and client satisfaction. Proficient in Microsoft Office Suite, data entry, and basic IT troubleshooting. Committed to delivering exceptional service and driving operational efficiency.

## SKILLS

- **Customer Service Excellence:** Handled client inquiries, resolved issues, maintained 95% satisfaction rates.
- **Administrative Support:** Managed schedules, organized documents, handled confidential information with 100% accuracy.
- **Communication:** Delivered clear and concise oral/written communication in client-facing roles.
- **Team Leadership:** Supervised teams of 9+, improved processes, fostered collaboration.
- **Technical Proficiency:** Proficient in Microsoft Office Suite (Word, Excel, PowerPoint), data entry, basic IT troubleshooting.
- **Problem-Solving:** Addressed challenges effectively, reduced operational costs by 10%.
- **Time Management:** Met deadlines in fast-paced environments with 100% consistency.

## PROFESSIONAL EXPERIENCE

### Assistant Manager — Johnny's Hamburger LTD

Dec 2024 - Present

Scarborough, ON

- Provided exceptional customer service, resolving inquiries efficiently, ensuring high client satisfaction.
- Managed daily operations, including cash handling, inventory control, and scheduling, optimizing workflow and minimizing costs.
- Trained and led a team of 9 employees, enhancing service quality and teamwork.
- Implemented a customer feedback system, increasing satisfaction ratings by 20%.
- Applied problem-solving skills to address customer complaints, ensuring prompt resolutions and positive client experiences.

### Head of Department — Orphic Immigration Pvt. Ltd.

Aug 2022 - Mar 2023

Surat, GJ, IN

- Delivered excellent customer support, guiding over 100 clients through immigration and documentation processes.
- Managed customer inquiries regarding visa applications, ensuring accuracy and compliance with regulatory guidelines.
- Led a team in developing training materials to improve customer interaction and satisfaction rates.
- Maintained records and updated customer databases to streamline operations and track case progress.

## EDUCATION

### Seneca Polytechnic

May 2023 - Dec 2024

Diploma in Computer Programming, 3.2 GPA

Relevant Coursework: Data Structures, Algorithms, Database Management

## CERTIFICATIONS

- Customer Service Foundations - LinkedIn Learning (Completed May 2023)
- Financial Customer Service Training - Coursera (Completed Jun 2023)
- HackerRank - SQL (Relevant for banking database understanding)
- IT Help Desk for Beginners - LinkedIn (Completed Jul 2023)

## VOLUNTEER EXPERIENCE

### Youth Coordinator — BAPS Swaminarayan Sanstha

May 2024 - Present

Toronto, ON

- Organized community engagement programs, fostering teamwork and leadership skills.
- Provided mentorship and guidance, improving organizational effectiveness.
- Assisted in event planning, logistics, and communication for various social and spiritual initiatives.