

# Jay Sojitra

Newcomer Information & Service Management Professional

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🔗 [LinkedIn Profile](#)

## About Me

I have experience in both educational support and large-scale service operations, I bring a unique blend of pedagogical skills and practical management acumen. I am passionate about leveraging my abilities to empower newcomers and contribute to community well-being.

## Education

### Diploma in Computer Programming

[Seneca College](#)

CGPA: 3.2

## Experience

### Assistant Manager

[Johnnys Hamburgers LTD – Toronto, ON](#)

May 2024 – Present

- Led service excellence initiatives across 150+ restaurant locations, implementing standardized training programs and customer service protocols.
- Monitored and analyzed customer satisfaction metrics and feedback to identify improvement areas and drive operational enhancements.
- Collaborated with operations teams to streamline service workflows, optimizing efficiency and reducing customer wait times by 18%.
- Supervised a team of 25 regional service managers, conducting performance reviews, coaching, and professional development.
- Developed and launched an employee recognition program, increasing staff engagement scores by 22%.

### Recreational Assistant (Volunteer)

[Bay Shore Community Living – Scarborough, ON](#)

Aug 2023 – Mar 2024

- Assisted elderly residents with daily activities, including feeding, playing games, and facilitating movements to promote physical health.
- Provided care and companionship, fostering a supportive environment for residents.
- Worked with healthcare professionals and family members to ensure care plans were followed.
- Maintained records of resident activities and behavior, ensuring confidentiality.
- Participated in training sessions to improve skills in elder care.
- Helped with a medication plan.

### Office Administrator

[Orphic Immigration and Education PVT LTD – Surat, Gujarat, IN](#)

May 2022 – July 2022

- Facilitated seamless office operations through effective management of administrative tasks and coordination across departments.
- Orchestrated efficient communication channels, ensuring timely information dissemination and fostering team collaboration.
- Implemented and maintained organizational systems to streamline processes and enhance productivity.
- Cultivated a professional and welcoming environment, providing customer service to clients, visitors, and internal stakeholders.

## Licenses & Certifications

First Aid & CPR Level C

Food Handler Certificate

Ontario G2 Driving Licence

## Key Skills

Needs Assessment

Client Support

Program Facilitation

Community Outreach

Relationship Building

Diversity & Inclusion

Service Management

Operational Efficiency

Microsoft Office Suite