Madhur Goyal

Web Developer

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Key Skills

- Customer Service
- Sales and Marketing Skills
- Team Player
- Multitasking Skills
- Attention to Details
- Leadership Skills
- Industry Knowledge
- Math Skills

Professional Experience

May 2022 - Present

Team Lead

Osmow's Shawarma

1. Responsible for overseeing various aspects of operations, with a primary focus on ensuring overall efficiency. Supervised a team of employees, including monitoring and maintaining food quality standards, managing cashier responsibilities, overseeing sales activities, and ensuring proper management of cashflow.
2. Taking orders and maintaining exceptional customer service. Taking care of the need of customers, and introducing them to the deals, to encourage them to buy the product leading to good sales and profitable to the company.
3. Taking complaints of the customers, answering to phone calls and provide a best possible solution to the problems and resolve conflicts

February 2022 - August 2022

Warehouse Associate

ABC Solutions

1. Proficiently managed order picking, fulfillment, inventory, and asset tracking processes, resulting in increase in revenue.
2. Maintained a clean and orderly environment and earned employee satisfaction rating.
3. Worked as part of a small team of 8 people, including supervisor and Associates, to effectively manage a warehouse operation.
4. Developed a multi-departmental internal training program for new employees, increasing in efficiency and accuracy by associates

Education

Computer Programming in IT

Seneca College, Markham, ON | January 2022 - December 2023

- Successfully completed all three semesters with a CGPA exceeding 3.6 and aspiring to achieve qualification for the President's Award. Possesses expertise in areas pertinent to web development and software engineering.
- Extensive knowledge of systems engineering, network security, and database management
- Skilled in designing, debugging, and troubleshooting software applications
- Excellent communication and problemsolving skills