

MALAV JOSHI

KITCHENER, ON · (647) 612-2424

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Three years of experience as a Student Success Advisor. Strong background in student development theory and best practices. Proven ability to assess student needs, offer tailored guidance, and facilitate referrals. Expertise in promoting academic achievement, retention, and personal growth. Excellent interpersonal, communication, and organizational skills. Proficiency in Microsoft Office, student information systems, and learning management systems.

EXPERIENCE

FEB 2023 – SEP 2023

CUSTOMER SERVICE REPRESENTATIVE

ARITZIA STORE

Resolved customer complaints and issues in a timely and professional manner. Processed returns, exchanges, and refunds following company policies. Assisted with inventory management and restocking of merchandise. Participated in training sessions to stay updated on product knowledge and company policies.

OCT 2022 - DEC 2022

SALES ASSOCIATE

H&M RETAIL STORE

Greet and assist customers in finding products, offering recommendations, and answering inquiries. Operate cash registers and handle cash transactions accurately. Maintain a clean and organized sales floor. Collaborate with team members to achieve sales goals.

AUG 2019 – SEP 2022

STUDENT SUCCESS ADVISOR

GUJARAT UNIVERSITY

Advised students using a strengths-based approach, aligning with student development theory. Assessed student requests, identified needs, and connected students with appropriate resources. Conducted research to improve support services and enhance student success. Collaborated with faculty and staff to address student concerns effectively. Facilitated workshops and presentations to promote student success and persistence. Advocated for students' academic and personal success by reporting potential issues. Maintained confidentiality of student records and documentation. Stayed current with relevant policies, procedures, and best practices.

EDUCATION

APRIL 2024

BUSINESS ANALYTICS, GRADUATE CERTIFICATE, CONESTOGA COLLEGE

SEPTEMBER 2023

PROJECT MANAGEMENT, GRADUATE CERTIFICATE, CONESTOGA COLLEGE

JUNE 2022

BACHELOR OF SCIENCE IN CHEMISTRY, GUJARAT UNIVERSITY

SKILLS

- Academic Advising
- Communication and Interpersonal Skills
- Data Analysis and Reporting
- Microsoft Office Suite
- Student Information Systems (SIS)
- Student Development Theory
- Workshop Facilitation
- Problem-solving and Critical Thinking
- Organizational Skills
- Learning Management Systems (LMS)

ACTIVITIES & INTERESTS

- Literature
- Environmental conservation
- Art
- Yoga
- Skiing
- Travel