

# Palak Tripathi

Sudbury, Ontario | Contact : 249-979-3284 | Email: [palaktrip2015@gmail.com](mailto:palaktrip2015@gmail.com)

## WORK EXPERIENCE

### Mcdonalds Canada

Sudbury, Ontario

Crew Member and Trainer

Oct 2023 - Present

- Taking drive-thru orders, accurately processing payments, and ensuring a positive dining experience
- Preparing high-quality food items in compliance with safety standards and operational guidelines.
- Maintained a clean and organized dining area, kitchen, and restrooms, adhering to strict hygiene protocols.
- Achieved a 95% customer satisfaction rating through exceptional service and efficient operations.
- Utilized performance metrics to identify areas for improvement, leading to a 15% increase in average order value and overall sales growth.
- Collaborated effectively with team members to meet demanding service standards and deliver quality food quickly.

### Big Bazaar

Mumbai, India

Store Worker

Jan 2021 - Jul 2023

- Provided recommendations to customers about sales and promotional offers and increased sales by 15%.
- Inspected work areas for cleanliness and obstacles. Organized and maintained inventory, ensuring shelves were stocked and displays were appealing.
- Assisted customers with purchases, join reward programs, processed payments, and carried out heavy purchases.
- Performed re-stocking and inventory control, such as counting and stocking merchandise.

## SKILLS SUMMARY

1. : Expertly streamline operations through efficient inventory control and reporting
2. : Proficient in cash register operation, payment processing and balancing
3. : Skilled in Microsoft Office, Excel, and other workplace tools.
4. : Outstanding interpersonal and customer service skills for a diverse clientele.
5. : Exceptional time management and task-prioritization for high- pressure environments.

## EDUCATION

### University of Mumbai

Mumbai, India

Bachelor's of Commerce

Graduation Date: Oct 2020

### Cambrian college

Sudbury, Ontario

Post graduate diploma in Professional Accounting Practice

Graduation Date: Aug 2024

Post Graduate Diploma in Business Analytics

Graduation Date: Jun 2024

## AVAILABILITY

1. : Open availability (including holidays and weekends)
2. : Flexible for Night Shifts

## CERTIFICATIONS

Food Safety and First Aid