

PRANAVAN MENAN

Telephone: (647) 768 - 5565 | Email: Pranavan1323@gmail.com | Toronto, ON

CORE COMPETENCIES

- **Communication and Listening Skills:** Demonstrated excellent communication and listening skills through 3 years of customer service experience, ensuring a positive first impression and building ongoing customer relationships.
- **Multi-Tasking:** Proven ability to balance multiple priorities and assume multiple roles effectively, working with multiple customers simultaneously and breaking away as appropriate.
- **Mathematical Skills:** Proficient in applying basic math skills to ensure accurate and efficient transactions, supporting the execution of local sales strategies and tactics.
- **Customer-Focused Mindset:** Committed to providing exceptional customer service and prioritizing customer satisfaction, creating positive impressions with customers.
- **Adaptability and Hardworking:** Thrives in fast-paced environments with high sales targets and metrics, remaining solution-oriented and adaptable to changing business and store needs.
- **Problem-Solving Skills:** Efficiently identifies and resolves work-related issues, taking ownership of personal survey results and creating plans to improve.
- **Client Relationship Management:** Skilled in building meaningful relationships and forming trustworthy connections, fostering an environment of teamwork, trust, and collaboration.
- **Proficient in Microsoft Office:** Excel, Word, PowerPoint.

EDUCATION

Bachelor of Commerce, Business Technology Management

September 2022 – Present

Toronto Metropolitan University – Ted Rogers School of Management

- **Completed workshops in Excel and Tableau, enhancing analytical and technical skills relevant to financial services.**

WORK EXPERIENCE

Cashier

No Frills Supermarket

February 2019 – September 2021

- Provided outstanding customer service, assisting with transactions, product information, and resolving inquiries effectively, contributing to enhanced customer satisfaction.
- Educated customers on store policies, self-service options, and returns, ensuring a clear understanding and improving the overall shopping experience.
- Managed cash handling processes and addressed technical issues, demonstrating problem-solving abilities and ensuring smooth transactions.
- Participated in loss prevention initiatives, adhering to security protocols and demonstrating integrity in managing sensitive information.
- Operated POS systems efficiently, handling transactions accurately and swiftly.
- Assisted in stocking shelves and maintaining store cleanliness, ensuring a welcoming environment for customers.

Operations Analyst

Scotiabank, November 2023 – November 2024

- Analyzed operational workflows to identify inefficiencies and recommended solutions to improve productivity and streamline processes.
- Assisted in managing operational risk by reviewing daily transactions, identifying discrepancies, and ensuring compliance with bank policies and regulatory requirements.
- Collaborated with cross-functional teams to implement process improvements, enhancing overall operational efficiency.
- Created and maintained reports using Excel to track performance metrics and key operational data, ensuring data accuracy and accessibility for decision-making.
- Supported the onboarding of new clients by processing and validating documentation, ensuring timely and accurate account setup.