

SAHIB NARANG

Winnipeg, MB, Canada

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HIGHLIGHTS OF QUALIFICATIONS

- ❖ Skilled in managing and prioritizing multiple projects and competing deadlines.
- ❖ One-years of experience in practicing agile methodologies.
- ❖ Conducted resource management and project cost calculations that had the projects delivered in less time forecasted.
- ❖ Monitored the effectiveness of projects and updated the project plans to optimally use the available resources leading to 100% completion of projects within the predicted time frame and budget.
- ❖ Using my communication skills I was quicky able to resolve disputes between different stakeholders while working with skipthedishes.
- ❖ Experienced in writing the use cases, project charters and project schedules.
- ❖ Displayed leadership qualities by leading a team of 20 representatives in a customer service setting by managing them to produce more effective and personalized solutions.
- ❖ Experience engaging with different clients and development teams using scrum to design, build and test complex solution.
- ❖ Experience working with developers to troubleshoot and resolve defects.
- ❖ Skilled in MS office Applications including Word, Excel, PowerPoint, Visio, Outlook and Power BI.

PROFILE

Throughout my college and work life, I have excelled in building lasting relationships, in supporting others in their own work and development, in managing teams with varying personalities and always making the workplace a positive and productive environment. I learned that no one is great at everything, but a well-constructed team can move mountains.

WORK EXPERIENCE

Skipthedishes, Winnipeg

(May 2018 – present)

Operations Specialist

Key responsibilities:

- Resolved problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems.
- Provided excellent customer service for users through personal and friendly experiences.
- Worked quickly and efficiently in order to provide timely support to Users.
- Provided resolutions to customer issues by phone and by email.
- Determined customer needs and worked together to come up with a solution that helped all partners succeed.
- Developed and improved verbal and written communication skills by communicating with restaurant owners and customers for getting order-issues resolved.
- Mentored new employees to help them become more efficient in providing customer service to maximize efficiencies.

Best Buy

(Sep 2019 – Dec 2019)

Advisor Computer Solutions**Key responsibilities:**

- Effectively managed the store and high-level business affairs.
- Upheld the company's reputation by ensuring that customers are satisfied
- Cross-sold/up-sold to reach individual targets.
- Successfully managed a team and trained them to ensure all objectives are met during the shift.
- Trained new associates in operating cash register system and achieve continued excellence.
- Restocked the store supplies in a manner to increase efficiency.
- Mentored new employees in the retail convenience store setting to help them become more efficient in providing customer service to maximize efficiencies and increase sales.

ACE Project Space

(Apr 2019 - Aug 2019)

Business Analyst**Key responsibilities:**

- Organized and guided the team on how to use Scrum and Agile practices and methodologies.
- Lead daily Scrum, Sprint review, and planning meetings in a way that ensures full team engagement.
- Ensured client focus in three main areas: ensuring clear and open communication, managing good client relations, and providing expertise in identifying problems and solution alternatives.
- Created sprint reports including burn up/down charts to ensure that the project timelines were adhered
- Worked collaboratively with senior leaders to implement different phases of SDLC.
- Created various training documents for stakeholders to manage the application for future reference.
- Developed project charters, project work plans, and statements of work to meet project requirements.
- Reviewed Product Requirements and organized test plans.
- Created and maintained comprehensive project documentation.
- Worked and managed a team comprising of individuals with various merits.
- Proactively worked with the team to make sure that the deliverables were delivered according to project deadlines.

EDUCATION & QUALIFICATIONS

Red River College, Winnipeg, Manitoba

Diploma in Business Technology Management

(2018-2020)

Cambridge University

IELTS: 7.5 bands

(2017)

The Khaitan school, India

CBSE (10+2) Certificate: 90%

(2015-17)

References

References available on request