

Sakshi Shingala

Toronto, ON

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Objective

Goal-driven and client-centric professional seeking for a job in the service sector, to utilize my exceptional interpersonal abilities, unwavering commitment to excellence, and a demonstrated history of delivering top-tier customer service. With a diverse background spanning retail sales and the dynamic world of entertainment, I possess the capacity to craft unforgettable moments for guests, all the while guaranteeing their satisfaction and surpassing their desires.

Skills

- Exceptional interpersonal and communication skills, fostering positive interactions with customers and colleagues.
- Customer-focused approach, consistently exceeding expectations.
- Thrives in fast-paced environments, excels in multitasking and prioritizing.
- Keen attention to detail, committed to cleanliness and organization.
- Proficient in cash handling and experienced with POS systems.
- Collaborative team player with a positive attitude and a strong commitment to teamwork

Experience

November 2022 - PRESENT

**Cineplex Cinemas and VIP,
The Queensway, Etobicoke, CA**

Cast Member

- Delivered top-tier customer service by warmly welcoming and assisting guests in their cinema experience.
- Assisted guests with menu selections, accommodating special requests, and ensuring a seamless dining experience.
- Collaborated closely with kitchen staff and bartenders to ensure timely delivery of food and beverages to guests in the lounge and in-seat.
- Worked collaboratively with team members to maintain seamless operations, particularly during peak periods.
- Actively promoted and upsold menu items and specialty cocktails to boost revenue and enhance the guest experience.
- Successfully addressed and resolved customer concerns and complaints with professionalism, enhancing overall guest experiences.

2022 - October 2022

H&M
King St, Oshawa, CA

Sales associate

- Provided personalized customer assistance, matching products to individuals needs and preference.
- Demonstrated comprehensive product knowledge, elevating the shopping experience.
- Operated point-of-sale (POS) systems to process transactions and handled customer returns and exchanges, following company's guidelines and policies.
- Consistently surpassed sales targets, earning recognition and rewards.
- Managed cash transactions and maintained precise register balancing at the close of each shift.
- Maintained in-depth knowledge of store merchandise, including features, benefits, pricing, and availability.

2020 - 2021

3Seventy Kitchen
Surat, India

Server

- Greet and seat guests promptly, ensuring a welcoming and pleasant dining experience.
- Provide recommendations on menu items, taking into account dietary restrictions and preferences.
- Take accurate orders and communicate them effectively to the kitchen staff.
- Anticipate and address guest needs and requests promptly and with a positive attitude.
- Handle cash and credit card transactions, process payments accurately, and manage end-of-shift reconciliation.
- Consistently received positive feedback from customers for excellent service, resulting in a high rate of return business.

Education

2021 - 2024

Diploma in Software Engineering Technician
Centennial College of Applied Arts and Technology, CA

References

Available upon request.