**SHANU SHANU**

[shanupaliwal83@gmail.com](mailto:shanupaliwal83@gmail.com)

**Mobile:** +1 (437) 679-6004 **Location**: Greater Sudbury(ON)

**Postal code**: P3C 2K6. **Address**: 58 Bloor St.

**Summary:**

A committed job seeker with a history of customer satisfaction with consistent and organized practices. Passionate about meeting company needs, with a proven record of increasing store revenue. Skilled in working under pressure and adapting to new situations and challenges to best enhance the organizational brand.

**EDUCATION:**

* Graduated with a Bachelor’s in Computer Science from Sirsa, INDIA(2015-2018).
* Graduate Certificate in Mobile Application Development at Cambrian College, Sudbury, Canada.

**KEY SKILLS & ATTRIBUTES:**

* Communication Skills (Multilingual) – Fluent in English, Hindi and Punjabi languages
* Leadership quality with Customer Experience and Interpersonal Skills.
* Convincing Customers for Donations as part of our Spirit of Sustainability campaign
* Experience in Postal Code Survey campaigns
* MS Office, Excel, Power Point Presentation Skills
* Able to Lift heavy weights(up to 30kg) during work.
* Able to stay calm when confronted by rude customers.
* Punctual.

**Experience:**

**Crew at McDonald’s Restaurant:** (October 2023-Currently working)

McDonald’s, Sudbury, Ontario, Canada.

* Greet guests in a professional manner.
* Preparing food and drinks.
* Managing delivery and mobile orders.
* Assembling orders and packaging take-out and delivery.
* Keeping all surfaces clean and sanitary to ensure the safety for our guests, fellow crew members, and yourself.

**Customer Service Representative:** (Part-Time, June 2021-Feb 2022)

Vishal Mega Mart, SIRSA, INDIA

* Scan goods and ensure pricing is accurate.
* Collect payments using our POS/Cash system.
* Issue receipts, refunds, changes, or tickets.
* Redeem stamps and coupons.

**Volunteer: (**3 Years**):**

Indian Red Cross Society, INDIA

* Providing comfort and care to people on the move.
* Engaging with donors.
* Frequent blood donor

**Availability: (Flexible)**

I am a student at Cambrian College and have all Virtual classes. So, I am available for any shift.

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| --- | --- | --- | --- | --- | --- | --- |
| MONDAY | TUESDAY | WEDNESDAY | THURSDAY | FRIDAY | SATURDAY | SUNDAY |
| Open Anytime Day/NIGHT | Open Anytime Day/NIGHT | Open Anytime Day/NIGHT | Open Anytime Day/NIGHT | Open Anytime Day/NIGHT | Open Anytime Day/NIGHT | Open Anytime Day/NIGHT |