

SURAJ SURYABANSHI

CONTACT

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Scarborough, Toronto

SKILLS

Customer Service

Conflict Resolution

Written and Verbal Communication

POS System Operations

Staff Mentoring

Currency Counting

Time Management Skills

Inventory Management

EDUCATION

**Centennial College – Scarborough |
Software Engineering**

**Kendriya Vidyalaya Embassy of India
– Kathmandu, Nepal | High School
degree
Engineering Science**

SUMMARY

Enthusiastic retail professional with hands-on experience in customer service, payment processing and sales. Strong communicator and team player, eager to learn new processes to support overall organizational success.

WORK EXPERIENCE

Barista/ Cashier

Ace Hotel Toronto

March 2023 to Present

- Prepare and serve a variety of coffee beverages, including espresso-based drinks, brewed coffee, and specialty beverages, following standardized recipes and quality standards.
- Handle cash transactions, process payments, and provide accurate change. Operate the cash register or point-of-sale (POS) system to record sales and generate receipts.
- Take customer orders for beverages and food items, ensuring accuracy and attention to special requests or dietary preferences.
- Maintain cleanliness and organization of the coffee bar, including the coffee machines, counters, and seating areas. Clean and sanitize equipment regularly.
- Work closely with the shift manager to solve problems and handle customer concerns.
- Making Latte Art

IT Support

Earth Smart Human Resources Nepal – Kathmandu

May 2022 to Present

- Providing technical support to end-users, and troubleshooting hardware and software issues.
- Offering timely and practical solutions to ensure minimal downtime and disruptions.
- Assisting users with software installation, configuration, and maintenance.
- Collaborating with IT teams to escalate complex issues and ensure prompt resolution.
- Conducting system maintenance and updates to optimize performance and security.
- Training end-users on new technologies and best practices to enhance productivity.
- Maintaining of company's data records and retrieving it when required.

Barista

Himalayan Java Coffee Shop – Kathmandu

June 2022 to Nov 2022

- To prepare all the coffee-based and non-coffee-based beverages.
- To maintain the cleaning of the workstation.
- To serve and provide good customer service.
- To operate all kinds of machines at the workplace.
- Perform cash, card, and check transactions to complete customer purchases.
- Work closely with the shift manager to solve problems and handle customer concerns.
- Working with the POS machine.

LANGUAGES

English
Hindi
Nepali
Urdu

CERTIFICATION

Smart Serve

Shift Leader

Stone Palace Restaurant - Kathmandu

Sep 2021 to April 2022

- Provided clear directions, set expectations, and delegated tasks to team members.
 - Conducted regular team meetings to communicate goals, updates, and performance expectations.
 - Offered guidance, coaching, and support to team members to enhance their skills and performance.
 - Interacted with customers to address concerns, resolve issues, and maintain a high level of customer satisfaction.
 - Conducted regular quality checks on products, ensuring that they meet company standards and customer expectations.
 - Maintained accurate records of sales, inventory, and employee attendance.
 - Maintained open and effective communication with management, fellow shift leaders, and team members to ensure a collaborative work environment.
 - Provided timely updates to higher management regarding shift performance, trends, and issues.
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