

# DIYA PATEL

Toronto, ON | pdiya4099@gmail.com | +1 (365) 880-8124

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## SUMMARY

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Dedicated and detail-oriented professional with hands-on experience in retail and food service environments. Skilled in operating cash registers, managing inventory, and delivering exceptional customer service. Known for maintaining a clean and organized workspace while ensuring high-quality service in fast-paced settings. Passionate about enhancing customer experiences and adhering to safety standards.

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## SKILLS

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- **Cash Handling & POS Systems:** Proficient in operating cash registers and point-of-sale systems.
- **Customer Service:** Excellent ability to address customer inquiries and ensure satisfaction.
- **Inventory Management:** Experience in stocking merchandise and managing supplies.
- **Teamwork & Collaboration:** Strong team player with the ability to work effectively with others.
- **Time Management:** Capable of managing multiple tasks efficiently in a fast-paced environment.
- **Attention to Detail:** Ensuring accuracy in transactions and maintaining a clean workspace.
- **Basic Computer Skills:** Familiar with Microsoft Office and general computer operations.
- **Strong verbal and written communication skills** for clear and professional interactions.
- Ability to multitask and maintain composure **under high-pressure situations.**
- Experienced in troubleshooting customer issues with a **solutions-oriented approach.**
- **Adaptable and eager** to learn new technologies and industry standards.
- **Strong attention to detail** for updating and maintaining accurate records.

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## EXPERIENCE

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**Walmart**  
Toronto, ON

○ **Consumables, Cosmetic Associate**

**(1 Year 11 Months)**

**April 2023 - Present**

- Manage inventory for cosmetic and consumable products, ensuring shelves are stocked and products are easily accessible to customers, contributing to increased sales and customer satisfaction.
- Utilize capping and pinpoint systems to maintain accurate inventory levels and minimize stockouts, resulting in improved efficiency and reduced waste.
- Operate Modes Flex system to efficiently process customer transactions and provide excellent service at the cash register, enhancing the overall shopping experience.
- Received the "Shining Star" award for outstanding performance and dedication to customer satisfaction.

## **CONSULTMATE**

**(3 Months)**

**Gurgaon, Delhi, India**

### o ***Digital Marketing Intern***

**June 2021 - September 2021**

- Conducted in-depth research on competitor marketing strategies and digital content, utilizing analytical skills to inform and enhance company marketing efforts.
- Generated leads through social media platforms like LinkedIn and Instagram, engaging with potential clients to contribute to the agency's client acquisition efforts.
- Supported sales by conducting pre-meeting client research and setting up appointments, preparing detailed insights to aid in successful client engagements.

## **McDonald's**

**(6 Months)**

**Anand, India**

### o ***Crew Member***

**January 2021 - June 2022**

- Prepared and packaged food orders in a fast-paced environment, working swiftly and accurately to contribute to efficient service and customer satisfaction.
- Maintained a clean and organized workspace, adhering to health standards to ensure compliance and a safe dining environment.
- Delivered exceptional customer service, addressing inquiries and resolving issues promptly to enhance the overall guest experience.

## **D Mart**

**(6 Months)**

**Anand, India**

### o ***Cashier***

**January 2021 - June 2022**

- Processed customer transactions in a busy retail setting, handling cash accurately and efficiently to maintain a high level of customer satisfaction.
- Assisted customers with product questions and store information, providing knowledgeable support to enhance their shopping experience.
- Kept the checkout area tidy and organized, maintaining high standards to ensure a welcoming environment for shoppers.

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## **EDUCATION**

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## **Licenses & Certificates**

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**100xDevs**

**Issued AUG 2024**

**0-100 MERN Full Stack Web Development Course**

**Credential ID:** 5WW14JCW

- Comprehensive full-stack web development training covering frontend and backend.
- **Key Topics Learned:**
  - **Frontend:** React (beginner to advanced), Next.js, Custom Hooks, State Management (Recoil, Context API), Tailwind CSS, Flexbox.
  - **Backend:** Node.js, Express.js, ORMs, Middleware, Zod, Authentication (NextAuth, external providers).
  - **Databases:** NoSQL (MongoDB), SQL (PostgreSQL), database scaling techniques.
  - **DevOps:** Docker, AWS deployment, Reverse Proxies (Nginx), Cloud platforms (Fly.io, Remix).
  - **Software Engineering Principles:** Async JavaScript, TypeScript, MonoRepos (Turborepo), OpenAPI, Performance Optimization, Serverless Architecture.
  - **Projects:** Built **Paytm/Wallet Clone**, worked on **Google Summer of Code (GSoC) Project** issue resolution.

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## **Volunteering Experience**

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**Yogi Divine Society Canada**

**JAN 2025 - Present**

**Atmiya Youth Club (Barrie, ON)**

- Assisting international students with everyday challenges.
- Organizing **career development seminars** to enhance professional skills.
- Creating a **supportive community** for international students.
- Providing guidance on **spiritual and inner well-being**.
- Helping newcomers transition from **arrival in Canada to settlement**.

**Google Developer Group (GDG) Cloud Toronto**

**DEC 2023**

**Volunteer Staff**

- Assisted in organizing **tech events and workshops** focused on cloud computing.
- Engaged with attendees to promote **Google Cloud technologies**.