**VIRENDRA RAJPUROHIT**

651 New Liskeard Crescent, Ottawa, ON K2J 0N3

(647) 878-2051 [2000viren@gmail.com](mailto:2000viren@gmail.com)

**EDUCATION**

**Computer Systems Technician** January 2019 – September 2020

**(Software Development and Network Engineering)**

*Sheridan College, Brampton, ON*

* GPA – 3.2/4

**TECHNICAL SKILLS**

**Programming:** Fluent in HTML, CSS, PHP, SQL, JavaScript. Familiar with Java, .Net, UX.

**Frameworks:** Expertise in JavaScript frameworks including AngulaJS, React, Node and Express

**Databases:** MongoDB, MySQL, Oracle, RDBMS

**Microsoft Office:** Proficient in operating Microsoft office applications such as Word, PowerPoint, Outlook, Excel and SharePoint.

**WORK EXPERIENCE**

**Assistant Manager** December 2021 – April 2023

*Pizza hut, Nipawin, SK*

* Oversaw daily operations of the restaurant, ensuring all tasks were completed on time and according to company standards.
* Trained and mentored new employees, providing guidance and support to ensure they were equipped to perform their roles effectively.
* Conducted weekly inventory checks and placed orders for food and supplies to maintain proper inventory levels.
* Created employee schedules to ensure adequate staffing levels and minimized labor costs.
* Managed the cash register, processed payments, and made deposits at the end of each shift.
* Maintained a clean and organized restaurant, ensuring that health and safety standards were met.
* Collaborated with the General Manager to develop and implement strategies to increase sales and improve customer satisfaction.
* Prepared food items, ensuring they were cooked to order and met the company’s quality standards.
* Conducted daily pre-shift meetings with employees to discuss sales goals, promotions, and menu items.

**Call Center Representative** February 2021 - December 2021

*Concentrix, Regina, SK*

* Responded to customer inquiries via phone, email, and chat in a professional and timely manner.
* Documented customer interactions and updated customer information in the company database.
* Consistently met or exceeded sales targets and customer satisfaction goals.
* Worked collaboratively with team members to achieve common goals and improve overall team performance.
* Answered an average of 100 incoming calls per day and provided exceptional customer service.
* Upsold and cross-sold products to customers, resulting in a 10% increase in sales.

**Customer Service Representative** September 2019 - February 2021*Esso, Mississauga, ON*

* Greeted customers and provided friendly and efficient service.
* Processed cash, credit, and debit payments for fuel, food, and merchandise, ensuring accuracy and timely reconciliation.
* Conducted inventory checks, ordered products, and managed stock levels to ensure adequate supply.
* Promoted special deals, upsold products, and made recommendations to increase sales and improve customer satisfaction.
* Operated lottery and tobacco machines, ensuring compliance with regulatory requirements.
* Maintained a working knowledge of all store products and services, including fuel types and grades, food and beverage offerings, and car wash services.

**Cashier** March 2019 – February 2021

*KFF Convenience Store, Brampton, ON*

* Verified the age of customers when selling lottery, alcohol or tobacco products and made sure they are not underage.
* Arranged merchandise and stocking shelves and ensured clean maintenance.
* Responsible for balancing out cash drawer at the end of each shift and submitting receipts to management.
* Helped customers in transferring the money internationally with three money transfer platforms named Western Union, MoneyGram and Ria.
* Ensured that each transaction was fast accurate and to maintain the clean and safe environment at the end of the shift.

**CERTIFICATIONS**

* React-The Complete Guide Certificate
* Web Development Bootcamp Certificate