

KOMAL SHAH

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Summary

High-energy managing professional bringing exceptional leadership and planning abilities. Dedicated to improving team performance and meeting high standards for taste and presentation. Results-oriented and hardworking with excellent multitasking skills and focused mentality.

Skills

- Consistently maintains the highest customer satisfaction rating in company.
- Trained to work individual and in a group.
- Hands-on experience in MS Office, Word and Powerpoint.
- Multi-tasker and worked in high pressure environment.
- Staff leadership
- Problem resolution of customer in the business.

Experience

SWING MANAGER AND CREW TRAINER | 07/2019 to Current

McDonalds - Scarborough, Ontario

- Excellent customer service skills, attentiveness, information retention, tact, and diplomacy in dealing with both customers and employees.
- Prepared and led foodservice training programs to teach staff various tasks such as stocking and restocking condiments, correctly inputting orders into system and performing credit and debit card transactions.
- Supervised staff preparing and serving the order in 90 seconds.
- Writing Pre shift and Post shift each day to ensure the work is done as per the schedule.
- Instructed new team members on correct procedures for all areas of operations.
- Trained workers in food preparation, money handling and cleaning roles to facilitate restaurant operations.

SOCIAL MEDIA EXECUTIVE | 08/2017 to 09/2018

Coconut Media Box - Mumbai, Maharashtra

- Established core metrics for projects based upon client needs.
- Collaborated with content contributors to build optimization strategies.
- Created paid ads for clients to run on Instagram and Twitter platforms.
- Analyzed and monitored engagement processes to determine site glitches.
- Managed customer digital marketing strategies to meet client goals and objectives.
- Planned, implemented and maintained successful SEO strategies.

Customer Service Representative | 10/2016 to 05/2017

Just Dial - Mumbai, Maharashtra

- Maintaining a positive, professional and empathic attitude towards customers.
- Acknowledging and resolving customer complaints.
- Communicating and coordinating with colleagues as necessary.
- Ensuring customer satisfaction and provide professional customer support.

SOCIAL MEDIA MARKETING INTERN | 01/2016 to 07/2016

Jio Reliance - Mumbai, Maharashtra

- Performed competitor analysis to identify high-value keyword and backlink options.
- Developed and implemented strategic, social media marketing plan.
- Managed customer digital marketing strategies to meet client goals and objectives.
- Collaborated with content contributors to build optimization strategies.

Education and Training

Centennial College - Scarborough | Marketing Management

Business Marketing , 09/2019

Centennial - Scarborough | Cooperate Account Management

Business Marketing , 09/2020

Mumbai University - | Bachelor in Mass Media

Business Marketing , 12/2017

Certifications

- Certified Digital Marketing -**Digital Marketing Masterclass Course**
 - Certification Course for **MS Office**
 - Certification Course for **Tally Software**
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