Shilp Akhani

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SUMMARY



* Outstanding verbal communication and listening skills gained through training
* Highly organized with ability to multi-task, prioritize and meet deadlines
* Knowledge of mathematical calculations, business operations and sales strategies
* Speak English, Hindi and Gujarati fluently and enjoy working with various cultural groups
* Reliable with excellent attendance and punctuality

SKILLS



* Good understanding of Professional requirements
* Passion to grow current Marketing tactics
* Proven ability to develop relationship and business partnering
* Ability to maintain effective working relationships with staff and others
* Strong leadership, management and motivational skills
* Highly motivated, organized and detail-oriented individual with a talent for critical thinking, multi-tasking and strong analytical/problem solving abilities
* Positive attitude and confident negotiator

# TECHNICAL SKILLS



* Strong knowledge and understanding of Microsoft Excel, Word and PowerPoint

EDUCATION



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| ***International Business Management-PG*** Centennial College  Studied International Business Management taking into consideration global prospects of business like  - Marketing - Logistics - Finance -Entrepreneurship | August 2017 |
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| ***Human Resource Management-PG***  *Centennial College*  Studied Human Resource Management in reference with different aspects related to -Training and development  -Recruitment and Selection  -Industrial Relations  ***Bachelor in Business Administration (BBA***) April 2015  ***Major****:* Marketing*/****Minor***: Finance  *Gujarat University*  Acquired knowledge regarding fundamentals of Business Administration, Operations and ways of laying the foundation of business in the initial stage. Also learned about various fields like Accountancy, Marketing, Human-Resource and Operations Management. | August 2018 |

EXPERIENCE



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| **EMPLOYEMENT HISTORY: -**  ***Subway- Supervisor-*** 13025 Yonge Street, ***Richmond Hill (January-October 2019)***   * Tracked inventory * Maintained accurate order and delivery invoice. * Trained and collaborated with new trainees to document and resolve potential customer concerns to drive brand satisfaction and loyalty. * Monitored food storage, handling, preparation and delivery to maintain health and safety standards. * Inspected freezers and refrigerators temperatures levels, verifying proper functionality. * Monitored kitchen area and staff to maintain overall safety and food handling techniques   ***Subway- Supervisor-*** 195 College Street, ***Toronto (January2020- Present)***   * Developed and implemented strategies to enhance team performance, improve processes and increase efficiency. * Purchased food and supplies according to store sales. * Trained workers in food preparation, money handling and cleaning roles * Monitored food storage, handling, preparation and delivery to maintain health and safety standards.   ***Axiom BPM Services Ltd.- Verification Officer,*** *Ahmedabad,* ***India (May-2013- Dec-2013)***   * Obtained clients information on call, verify information * Determining the client’s eligibility laid by the management * Briefing about auto-loans and auto-insurance on call by verifying and updating minor details * Provide service and product information to customers on call * Process orders, forms and applications. * Follow-up calls with customer whenever needed. * Utilizing software, scripts and tools appropriately. * Taking part in training and other learning opportunities to expand knowledge of company and for the said position. |
| References will be made available upon request. |
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