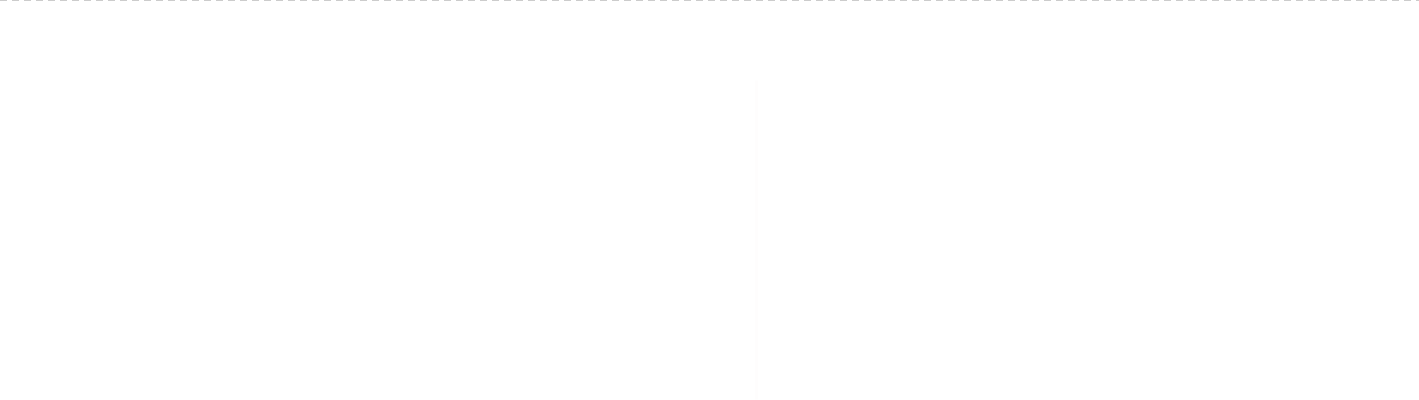
Sanjana Tiwari

204-914-8844 [tiwarisanjana1995@gmail.com](mailto:tiwarisanjana1995@gmail.com) LinkedIn/com/in/sanjana-tiwari



**SKILLS**

An innovative and progressive professional with recent post-secondary education in Business Management, actively seeking an opportunity as a Campus Talent Acquisition. Experience in creating a unique client experience by working with key competencies to measure and drive firms ‘strategies to execution. Possesses strong planning, organization, analytical and client relationship building skills with an ability to accommodate internal and external stakeholders’ requirements.

**Areas of Expertise**

**Customer Service**

* **Mentorship**
* **Networking**
* **Analytical Thinking**

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**EDUCATION**

**Bachelor of Business Administration**

**University of Winnipeg**

2015- 2020

**WORK HISTORY**

|  |  |
| --- | --- |
| **Operation Specialist** | 2020 -*Present* |
| **Skip the Dishes HQ - Winnipeg, Manitoba** |  |

* Created reports on courier’s delivery efficiency for team leaders and floor manager.
* Performed high quality dispatching and logistics control tasks by working with internal and external stakeholders to maximize satisfaction and business success.
* Preserved revenue streams by utilizing strong communication and negotiation skills, offering refunds as last resort to maintain customer satisfaction
* Surpassed performance goals by approaching all interactions with resourcefulness, organization, and customer-centric solutions
* Increased efficiency and team productivity by promoting adherence to operational best practices and company policies

**Customer Experience Representative**

**TD Canada Trust Bank - Winnipeg, Manitoba** 2019- 2021

* Planned and coordinated 7 charity events with teams of community partners- United Way and Siloam Mission.
* Greeted customers upon their arrival, obtained proper identification, and followed bank procedures to assist customers with their monetary transactions.
* Communicated compiled customer feedback and recommended service delivery improvements to floor manager.
* Opened accounts with across sale ratio of 20-30 products and exceeded quarterly sales goals by 25%.
* Recommended bank products to customers for building and deepening their relationship with the bank.

|  |  |
| --- | --- |
| **Administrative Coordinator** | 2017 - 2019 |
| **International college of Manitoba – Winnipeg, Manitoba** |  |

* Performed general office duties, including answering multi-line phones, routing telephone calls or messages to appropriate staff and greeting visitors.
* Supported the hiring process by [sourcing candidates](https://resources.workable.com/recruiter-email-templates) on LinkedIn for student advising and student body roles as well as performed [background checks](https://resources.workable.com/tutorial/background-check-red-flags), issued employment contracts.
* Participated in networking events with internal and external stake holders like - Guard me Insurance company, student leaders, students, staff members to develop strategies for making plans for enhancing student learning experience.
* Coordinated training sessions and seminars for onboarding new hires on administrative procedures, company policies and performance standards.
* Developed and updated spreadsheets and databases to track, analyze and report on performance of student advisors and student groups.

**VOLUNTEER**

|  |  |
| --- | --- |
| **Peer Mentor- International College of Manitoba** | 2015-2016 |

* Organized and collaborated with student advisors and managers to hire and trained for incoming peer advisors.
* Making presentations and workshops for peer advisors, student advisors and international students.
* Monitored performance of peer advisors by gathering feed backs from students and student advisors as well as advised ways of improving performance by one-on-one meeting.
* Engaged in weekly group meetings and contributed by sharing strategies with student advisors of providing solutions to the academic issues faced by international students.

**Project Coordinator – Art of Living** 2019-Present

* Managing and creating social media pages (Facebook and Instagram)
* Developing and marketing programs and services.
* Creating informational and promotional posters.

Developing environmental skills by working at Art of Living Gardens, Quebec.