

Amit Kumar Shankar

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Skills

- Startup experience in a tech company working with multiple assignments
- Hospitality experience performing administrative task in a hotel/restaurant setting
- Operations experience to ensure smooth customer service
- Knowledge of Python, R, SQL, MS Excel, and Tableau

Education

Udacity

- Data Analyst Nanodegree

San Francisco, CA
Sept. 2018

San Francisco State University

- Master of Business Administration (GPA - 3.65)

San Francisco, CA
May 2014

Experience

FedEx Ground

Operations Administrator

- Review, research and enter data in various systems to support respective functional area
- Compile data and provide various regular and adhoc reports to management for review
- Serve as frontline customer service to receive, solve and/or escalate customer inquiries
- Assist management with Business Control Self Assessment (BCSA) audit activity
- Ensure all packages receive appropriate scan statuses.
- Track a variety of metrics, including the IC charge back program, complaints and maintenance compliance and prepares weekly reports for management

So. San Francisco, CA
08/17 – Present

Serrano Hotel/ Jaspers Corner Tap Bistro

HR Administrator – Temp Position

- Performed 18 employee onboarding
- Attended 8 weekly operations meeting, took memo and later emailed memo to update Serrano management
- Updated all employee contact information on ADP during transition from old ADP interface to new ADP interface
- Assisted Accounting department with cash drops
- Updated Beekeeper marketing application on Monday's regarding company news and upcoming events
- Performed I-9 and safe serve food handler certificate audit
- Maintained the filing system for current and termed employees

San Francisco, CA
12/17-02/18

Internship

Badger Maps, Inc.

San Francisco, CA

Human Resources / Recruiting Intern

08/17 – 11/17

- Screened approximately 15 resumes daily
- Helped recruit 20 candidates for the Winter Quarter of 2017
- Onboarded 3 candidates to ensure smooth first day transition
- Assisted in filling positions at San Francisco and Utah locations
- Posted and audited vacant jobs on Handshake, AngelList, Internships.com, Dartmouth and University of Utah job boards
- Created 3 monthly newsletters to update all San Francisco office employees and interns of upcoming events.

Medical Office of Dr. M.J Takis

San Bruno, CA

Marketing Intern

08/14 – 07/15

- Created and implemented a marketing plan
- Researched local market for service reviews, customer comments, and other relevant marketing information
- Ensured expenditures were within established parameters while working with a fixed budget
- Assisted with greeting clients, making appointments and answering phone