­­Amit Kumar Shankar  
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**Skills**

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| * 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**

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| **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**

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| **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.**  Human Resources / Recruiting Intern   * 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. | San Francisco, CA  08/17 – 11/17 |
| **Medical Office of Dr. M.J Takis**  Marketing Intern   * 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 | San Bruno, CA  08/14 – 07/15 |