

Dikshya Sherma Limbu

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Objective

Dedicated and customer-focused professional with a proven track record of delivering exceptional service. Enthusiastic about exceeding customer expectations while maintaining high standards of quality and efficiency. Seeking to join Starbucks as a Barista to create memorable experiences and contribute to a positive team environment.

Experience

Call It Spring

Sales Associate

Eaton Centre, Toronto

Apr 2024 - Present

- Provided exceptional customer service, assisting with inquiries and purchases.
- Maintained an organized store environment to enhance the shopping experience.
- Collaborated with team members to achieve sales targets and foster a positive work environment.

Chick Fil A

Customer Service

Eaton Centre, Toronto

Apr 2023 – Apr 2024

- Provided high-quality customer service, fostering a positive team environment, and resolving inquiries promptly.
- Ensured customer satisfaction through efficient and accurate order processing and addressing customer concerns.

A & W Canada

Team Lead

1606 Danforth Ave, Toronto

Sept 2022 – Sept 2023

- Oversaw daily operations, ensuring excellence in customer transactions and maintaining record accuracy.
- Conducted training sessions to enhance team performance and streamline operations.

Chiyala

Barista

Damak, Nepal

Dec 2021 – Feb 2022

- Delivered top-quality espresso-based drinks, exceeding guest expectations.
- Ensured freshness, quality, and minimal waste while boosting sales through customer engagement.

Leadership & Activities

Jhiljhile Dojo

Karate Instructor

Jhiljhile, Nepal

2018-2020

- Conducted karate classes for various age groups, focusing on skill development, discipline, and safety.
- Fostered a respectful and encouraging training environment, promoting values such as respect, and self-control.

Certification

Smart Serve Ontario | 2023

Barista Training | 2021

Education

Centennial College | **Advanced Diploma**

Software Engineering Technology

Scarborough, ON

2022-Present

Skills

- **Leadership:** Motivate and inspire team members to deliver exceptional service.
- **Communication:** Strong verbal and written communication skills.
- **Problem Solving:** Identify issues and implement effective solutions.
- **Team Building:** Foster a positive and respectful team environment.
- **Fast-paced Environment:** Thrive in high-pressure situations and adapt quickly.