

# Parthsinh Arunsinh Jadeja

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## SUMMARY

I'm a Master's student with over 2 years of experience in sales and customer service. I excel at making customers feel valued and streamlining processes for better efficiency. I'm eager to bring my energy and skills to your team, contributing to a positive environment and helping drive success.

## EXPERIENCE

### Customer Service Representative

October 2021 – February 2023

*Shreeji - The Cake Gallery, India*

- Delivered outstanding customer service in a fast-paced cake shop, achieving a 95% customer satisfaction rate and increasing repeat customers by 20%.
- Managed a 30% spike in custom cake orders during peak seasons by improving scheduling and coordination with the baking team.
- Developed customer feedback surveys for in-store and online purchases, using insights to address issues and improve service quality by 15%.
- Conducted inventory audits, reducing stock shrinkage by 10% through enhanced loss prevention.
- Trained new employees on store procedures and customer service, ensuring smooth onboarding and policy adherence.

### Cashier and General Clerk

March 2018 - October 2019

*Vibes Bistro, India*

- Processed an average of 70 customer orders per shift, ensuring accuracy and efficiency while maintaining a clean and organized workspace to achieve consistently high customer satisfaction scores above 95%.
- Operated point-of-sale systems and handled cash transactions precisely, maintaining a 98% accuracy rate in financial reporting.
- Implemented advanced stock management, improving inventory turnover by 20% and boosting sales by 10% with fresh, appealing displays.
- Managed inventory and restocked supplies, preventing shortages and ensuring smooth operations during peak hours.

## EDUCATION

### Master of Science (MSc) in Cybersecurity

May 2024 - Ongoing

*New York Institute of Technology Vancouver • Vancouver, BC*

### Bachelor of Engineering (BE) in Information Technology

August 2017 – September 2021

*Gujarat Technological University • India*

## SKILLS

Cash Handling, Inventory Management, POS Systems, Math Proficiency, Customer Assistance, Multitasking, Time Management, Poised under pressure, Adaptability, Quality assurance, Training and Onboarding, Problem-Solving, Attention to detail, Customer Experience, Organizational Skills, Collaboration, Teamwork, Technical Skills (Data Entry, MS Word, Excel, PowerPoint).

## AVAILABILITY

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Anytime	Anytime	2 pm onwards	5 pm onwards	Anytime	Anytime	Anytime