

# Anush Shah

Sudbury ON Canada

[anush1804@gmail.com](mailto:anush1804@gmail.com)

<https://www.linkedin.com/in/anush-shah-183a75160/>

---

## Profile

Enthusiast with aptitude to acquire experience and insight for business operations; keen to contribute to the organizational success while developing new skills and gaining real world experience; well, organized with management abilities; efficient time management skills to get the work done, eager to improve and learn new skills.

## Skills

- MS Office
- Customer Support
- Detail Oriented
- Reliable
- Leadership Skills
- Public Relations
- Problem Solving Skills
- Team Player

## Work Experience

### Retail Store Supervisor, Kwik way Sudbury

September 2022- Present

- Taking initiative to make the customer's experience better
- Recruit, train supervise and co-ordinate with sales team.
- Understanding the needs of the customers while maintaining the privacy
- Recommending solutions while promoting the business from time to time
- Sorting, scanning and processing all incoming mails and documents
- Inspecting the documents and identifying errors to maintain accuracy
- Taking corrective actions and conducting research to resolve the issues

### Customer Availability Process (Cap) Associate, Walmart (Canada)

June 2022- September 2022

- Answering questions, creating meaningful interactions with customers, resolving customer complaints
- Solving problems and keeping customers preferences first
- Helped in building a diverse, positive and equitable work environment
- Delivering quality customer experiences and building a sense of attachment with them

### Team Member, Tim Hortons

April 2022- May 2022

- Running cash register, vouchers and credit card payments
- Achieving assigned goals and promoting business while maintaining the standards
- Keeping people up to date with day-to-day activities in a timely and accurate manner

### Produce Associate, Walmart (Canada)

October 2021- December 2021

- Responsible for Stocking the merchandise on the aisle or shelves
- Identifying issues and escalating them when necessary
- Rotating the products and using the inventory management techniques
- Damage control of the products
- Providing customer service and helping them to find the products
- Maintaining company standards and cleanliness

### **Customer Service Representative, Dreamz Inn Hotel (Canada)**

July 2021- October 2021

- Providing front desk services to guests
- Looking after check-ins and check-outs
- Inspecting the pool area and resolving issues related to them
- Processing meal and beverage requests
- Maintenance, cleaning, sanitization, laundry and inspection
- Follow safety guidelines and hygiene of the hotel

## **Education**

### **Strategic Global Business Management, Conestoga College (Kitchener Canada)**

May 2021- August 2022

- Understanding and improving new skills such as project management and leadership
- Learned about sustainability, enterprise resource planning, e-commerce, finance, and trade law
- Gaining knowledge about the business environment and new change in the academic process

### **Bachelor's in management studies, MKS College (Mumbai India)**

June 2017- October 2020

- A 3-year full degree course, which helped in learning about how to manage a business and solve problems, customer service and money management
- Learned about the ethics of business
- Learned about risk management

## **Extra-Curricular Activities**

- Build an e-commerce website on Shopify for a college project.
- Worked for Youth Empowerment Foundation (NGO) doing varied tasks to help people in need during the lockdown in India.
- Voted as General Secretary from 2019 to 2020 at the SMJV hostel in Mumbai, India.
- Volunteered in a National Level Sports Tournament at the SMJV hostel in Mumbai, India.
- Collected Funds to help the people in need with the help of Milaap (NGO Fund Distributer).
- Started a group with friends to help the needy with food and clothes.



