

Imon Nidharia

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EXPERIENCE

TransPerfect, Toronto — *Search Engine Optimization*

2023 - 2024

- **Enhanced user satisfaction:** elevated the quality of search results to align with original search intent, improving engagement.
- **Survey expertise:** Implemented strategic surveys to gather valuable insights, contributing to data-driven decision-making.
- **Adherence to ethical standards:** integrated ethical practices into SEO strategies, establishing trust with users and clients.

Best Buy, Brampton — *Geek Squad Agent*

2022 - 2023

- **Exemplary customer care:** professionally handled customer care inquiries, consistently delivering high-quality service.
- **In-depth technological knowledge:** reliably communicating technical details in a user-friendly manner.

Amazon, Brampton — *Standard Quality Inspector*

2019 - 2021

- **Supervision & training:** ensuring associates are well-trained.
- **Daily reports:** KPIs, OKRs and incidents to senior leadership.
- **Safety standards:** maintaining Amazon's safety laws.

EDUCATION

St. Xavier's College, Kolkata — *Bachelor of Arts*

2016 - 2019

- **Core Committee Member** for Suffragium (student conference)
- **Editor** for Politique (student magazine)
- **Head of Photography** at the Fine Arts Society

C.W. Jefferys Collegiate Institute, Toronto — *HS Diploma*

2015 - 2016

- **Honour Roll** recipient for scoring 80% and higher in all subjects

SKILLS & INTERESTS

Advanced proficiency in **MS Office** and **G-Suite**, with a proven track record of efficiently utilizing these tools to enhance productivity.

Solid foundation in **web development** languages, including **HTML**, **CSS** and **JavaScript**, demonstrating a commitment to expanding technical skills.

Adept at **photography** and **video editing**, showcasing a creative flair and keen attention to detail in visual content creation.

LANGUAGES

Exceptional verbal and written communication skills in **English**, **Bengali**, and **Hindi**, fostering effective and inclusive communication across diverse audiences.