

KAJAL MALIK

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Professional Summary

A highly motivated and an enthusiastic individual with excellent communication looking for an available position in your company. Independent worker who takes initiative in handling multiple responsibilities and adaptable to a busy, fast-paced work environment.

Skills and Qualifications

- Management experience of driving revenue performance, growth, and service excellence for well-established hospitality organizations. Proven expertise in executing strategies, and improving processes that result in reduced costs, higher quality, and greater yield.
- Skilled in all aspects of business management, budget preparation, financial analysis and management, strategic planning, sales forecasting, customer service, employee supervision and development, marketing, merchandising, and related administrative duties.
- Strong Technical & Functional experience in computer software including MS Word, MS PowerPoint, MS Excel, Clearview, AF Reporting, Zen put.
- Fluent in four different languages: English, Hindi, Haryanvi, Punjabi.
- Involved in strategic planning, resource allocation and leadership techniques.
- Have great leadership qualities which helps a lot to grow within the organization.

- Excellent organizational skills, critical thinking, teamwork, and communication abilities.
- Manage scheduling on Ameego and Clearview by keeping main things in mind like sales, labour, production, weather, forecasting sales.

Technical Skills

- Proficient in computer software including MS Word, MS Excel, MS PowerPoint, Clearview, Zen put, and AF Reporting.
- Have knowledge of HTML, CSS, JavaScript, and C++ programming.
- Developing more skills in software development while studying in Bow Valley College.
- Certified in food safety management by ServSafe.

Education

- Diploma in Business Administration level 2 from University of Regina in 2019.
- Currently pursuing Software Development at Bow Valley College.

Experience

Dispatcher at Co-op Taxi, Regina, SK (2019- 05 to 2023-04)

- Directed dispatching, routing, and tracking of number fleet vehicles.
- Coordinated schedule for optimal coverage of daily workload and adjusted quickly to changing demands.
- Handling problems with a positive attitude and making quick decisions.

Restaurant Cashier at India House, Regina, SK (2019-07 to 2020-01)

- Used a POS system to enter orders, process payments and issue receipts.

- Worked to maintain an outstanding attendance record, consistently arriving at work ready to start immediately.
- Effective communication with customers along with friendliness to satisfy customer service.

Assistant Manager at Tim Hortons, Regina, SK (2020-06 to 2023-04)

- Initially hired as a full-time team member and then successively promoted to a supervisor within a year, and then to Assistant Manager due to outstanding job performance and leadership skills.
- Maintained health and food safety standards at all stages, from storage through delivery.
- Established management team schedules and shift assignments.
- Successively assisted in inventory control and management with accurately maintaining inventory records of incoming and outgoing goods.
- Conducting weekly meetings with the store regarding continuous improvement of the store and engaging them to identify and eliminate waste.
- Resolves guest complaints and turns potentially negative situations into positive ones.

Assistant Manager at Tim Hortons, Calgary, AB (2023-05 to 2024-01)

- Managing floor on daily basis
- Maintaining labour and food costs.
- Make sure everyone is following TH standards.
- Providing exceptional guest service by solving their complaints.
- Keeping a good and professional relationship with the team and management.

