**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.