**Kalpit Swami**

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A reliable and customer-focused professional with a strong commitment to delivering exceptional service and creating positive customer experiences in a retail environment.

**SKILLS**

• **Customer Service Excellency**

• **POS Handling**

• **Effective** **Communication**

• **Time Management & Organization**

• **Team Collaboration**

• **Adaptability in Fast-Paced Environments**

# EXPERIENCE

**Host – Boston Pizza | Oct’ 2024 - Present**

* Welcomed Guests with a friendly attitude, ensured they were seated comfortably, and distributed menus.
* Organized and set up cutlery, packed takeout orders, and assisted with making pizza boxes, ensuring a clean and inviting dining area.
* Handled POS transactions, performed extra tasks like cleaning tables, and maintained overall tidiness for a smooth and pleasant customer experience.

**Customer Relations Coordinator - Shreni Education | Aug’ 2023 - May’ 2024**

* Delivered exceptional customer service by addressing inquiries from prospective and current students,

offering information about course offerings, schedules, and fees.

* Maintained detailed logs and records related to student applications, course registrations, and interactions.
* Monitored and reported on student feedback to improve service delivery and student satisfaction.
* Created and posted digital pamphlets daily to attract potential customers and increase engagement.

**EDUCATION**



|  |  |
| --- | --- |
| **Seneca College of Applied Arts & Technology** | Sep 2024 - Sep 2025 |
| Cybersecurity & Threat Management [Graduate Certificate] |  |
| **Jagannath International Management School, New Delhi**  **Affiliated to Indraprastha University, New Delhi** | 2020-2023 |
| Bachelor of Computer Applications | 9.28 GPA (Overall) |

# Availability(PaRTTIME - 20 HOURS) (Flexible with NIgHT/DAY/MORNING Shifts)

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Sunday** | **Monday** | **Tuesday** | **Wednesday** | **Thursday** | **Friday** | **Saturday** |
| **Full Day** | **From 5:30 PM to EOD** | **Till 12:30 PM** | **Till 12:30 PM and from 6:00 PM to EOD** | **From 7:00 PM to EOD** | **Till 2:00 PM** | **Full Day** |