

# KASHISH PAUL

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## SUMMARY

Hardworking employee with strong customer service, multitasking, and time management abilities. Dedicated to providing every customer with a positive and memorable experience.

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## SKILLS

- Leadership: Problem-solving, enthusiastic, responsible
  - Customer Service: Skilled in customer interactions, friendly and approachable
  - Technical: Proficient in computer skills, committed to customer satisfaction
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## EDUCATION

**Guru Nanak Dev University**, Jalandhar | 03/2017

Bachelor of Science in Information Technology

**Lambton College**, Mississauga | 02/2024

Diploma: Full Stack Software Development

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## WORK EXPERIENCE

**Store Associates | Dollarama | 08/2024-Present**

- Assisted customers with inquiries, complaints, and transactions in a fast-paced retail environment.
- Handled cash register operations, including balancing daily cash flow and processing payments.
- Collaborated with team members to ensure smooth store operations and customer satisfaction.

**Crew Member | MacDonald | 05/2024-Present**

- Maintained high standards of customer service during high-volume shifts
- Assisted in food preparation and completed opening/closing tasks
- Promoted a positive image for the business

**Crew Member | The Indian Sweet Master | 02/2024-04/2024**

- Provided excellent customer service in a fast-paced environment
- Processed takeout orders quickly and efficiently
- Performed cleaning and restocking duties

**Front Desk / Receptionist | Dude International Co., Jalandhar | 03/2017-12/2023**

- Greeted and assisted clients and visitors, ensuring a positive first impression.
  - Managed incoming calls, emails, and inquiries, directing them to appropriate departments.
  - Maintained office supplies and managed inventory to ensure a well-stocked reception area.
  - Scheduled and coordinated meetings, appointments, and events.
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