**MAHINDRA REDDY**

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# SUMMARY OF QUALIFICATIONS

* Accumulated 1.5 years of hands-on experience in the produce and meat sectors.
* Demonstrated proficiency in merchandise management and display optimization.
* In-depth knowledge of quality assurance protocols for fresh produce and meat products.
* Proven ability to manage inventory, ensure product freshness, and maintain visual appeal in store displays.
* Collaborative team player with strong communication skills and a dedication to customer satisfaction.

# EDUCATION

* Trent University | Peterborough (Applied modelling And Quantitaive Methods)
* Lakireddy Balireddy College Of Engineering (**B. Tech**) | Vijayawada, India

# SKILLS

* **Exceptional Customer Service:** Proficient in understanding and addressing customer needs, ensuring complete satisfaction, and building strong customer relationships.
* **Inventory Management**: Ability to track and maintain optimal stock levels, ensuring minimal waste and maximum availability.
* **Quality Control:** Ensuring the freshness and quality of produce and meat products through regular checks and adherence to industry standards.
* **Merchandising:** Expertise in arranging displays to maximize visual appeal and drive sales.
* **Product Knowledge:** Comprehensive understanding of various produce and meat products, their seasonality, and optimal storage conditions.
* **Team Collaboration**: Collaborating effectively with team members to achieve store goals and objectives.
* **Safety Protocols:** Adherence to safety and hygiene standards, especially when handling and storing fresh produce and meat.
* **Operational Efficiency:** Streamlining operations to ensure smooth workflows in the produce and meat sections.
* **Supply Chain Management:** Coordinating with suppliers and understanding the nuances of the produce and meat supply chain.
* **Trend Analysis:** Keeping an eye on consumer preferences and market trends to adjust product offerings and displays accordingly.
* **Problem-Solving:** Ability to address and resolve any issues related to inventory, quality, or customer feedback promptly.
* **POS System Operation:** Proficiency in using Point Of Sale systems for inventory tracking and sales transactions.

# PROFESSIONAL EXPERIENCE

**Assistant Manager Jana 2023 – Present**

**Dutchie’s Fresh Market, Waterloo, Canada**.

* **Leadership & Supervision:** Directed store staff, ensuring adherence to company policies and high performance.
* **Customer Excellence:** Addressed inquiries and complaints, championing a high level of customer satisfaction.
* **Inventory Oversight:** Managed product ordering and display, ensuring optimal stock levels and product freshness.
* **Quality Assurance:** Instituted quality control measures, particularly for fresh produce and meat.
* **Sales Strategy:** Collaborated on effective merchandising to drive sales and enhance customer experience.
* **Team Development:** Orchestrated training sessions, elevating staff competence and service consistency.
* **Operational Efficiency:** Monitored daily operations, ensuring seamless workflows and high productivity.
* **Financial Acumen:** Assisted in budgeting and expense monitoring, aiding the store in meeting fiscal objectives.
* **Safety & Compliance:** Upheld strict adherence to health and safety standards, ensuring a secure shopping environment.
* **Supplier Relations:** Fostered strong relationships with suppliers, ensuring timely and consistent product deliveries.
* **Staff Coordination:** Managed staff schedules, balancing coverage needs with employee availability.
* **Conflict Management:** Efficiently resolved conflicts, fostering a harmonious store environment.
* **Promotional Initiatives**: Partnered with marketing to implement in-store promotions, amplifying customer engagement.

**Customer Service Representative Oct 2022 - Dec 2022**

**Dutchie’s Fresh Market**, Waterloo, Canada.

* **Customer Interaction:** Engaged with customers daily, addressing inquiries, concerns, and offering guidance on product selection.
* **Problem Resolution:** Handled and resolved customer complaints efficiently, ensuring customer satisfaction and loyalty.
* **Product Knowledge:** Maintained in-depth knowledge of produce items, offering insights on storage, preparation, and seasonal availability to customers.
* **Feedback Collection:** Gathered customer feedback, sharing insights with management to drive continuous service improvement.
* **Upselling & Promotions**: Informed customers about ongoing promotions and upsold relevant products to enhance their shopping experience.
* **Loyalty Programs:** Educated customers on loyalty programs, signing up new members and informing them of the benefits.
* **Queue Management**: Ensured swift checkout experiences, managing queues effectively during peak times.
* **Returns & Exchanges**: Facilitated hassle-free product returns and exchanges, adhering to store policies.
* **Communication Skills:** Utilized excellent verbal and non-verbal communication skills to establish rapport and trust with customers.
* **Multitasking:** Managed multiple customer interactions simultaneously, ensuring each customer felt attended to and valued.
* **Team Collaboration**: Collaborated with other departments to address customer needs, ensuring comprehensive service delivery.
* **Training**: Assisted in training new staff on customer service protocols, ensuring consistency in service quality.

**Produce Clerk**

**Dutchie’s Fresh Market, Waterloo, Canada Jul 2022 – Oct 2022**

* **Product Presentation:** Set up and maintained visually appealing produce displays, ensuring products remained fresh and attractive to customers.
* **Inventory Management:** Rotated stock regularly, removing any spoiled or near-expiration items, and restocked shelves as needed.
* **Quality Control:** Conducted regular checks on produce quality, ensuring only the freshest items were displayed.
* **Customer Service:** Assisted customers with questions regarding produce selection, storage, and preparation methods.
* **Operational Efficiency:** Cleaned and organized the produce section, adhering to health and safety standards.
* **Product Knowledge:** Stayed updated on the seasonal availability of various produce items, offering alternatives to customers when needed.
* **Loss Prevention:** Monitored for potential theft or misuse and reported any suspicious activities.
* **Ordering & Receiving:** Assisted in placing orders based on inventory needs and received deliveries, verifying order accuracy.
* **Price Management**: Ensured accurate pricing by tagging products and updating price changes in a timely manner.
* **Team Collaboration**: Worked closely with other departments, ensuring seamless operations and cross-departmental promotions.
* **Safety Adherence:** Followed safety guidelines, ensuring a hazard-free environment for both staff and customers.
* **Waste Management:** Managed produce waste, ensuring effective composting or disposal as per store guidelines.

**Deli Clerk mar 2022 – jun 2022**

**Dutchie’s Fresh Market, Waterloo, Canada**

* **Order Fulfillment:** Prepared and served deli products to customers based on specific requests, ensuring portions were accurate and presentation was appealing.
* **Customer Service**: Assisted customers with product selection, provided samples, and answered questions regarding ingredients, preparation, and pairing suggestions.
* **Slicing & Preparation:** Operated slicing machines to cut meats and cheeses to desired thickness, adhering to safety guidelines.
* **Product Display & Rotation:** Set up and maintained deli displays, ensuring products were attractively presented and rotated to maintain freshness.
* **Sanitation & Cleanliness:** Cleaned and sanitized the deli area, equipment, and utensils regularly, complying with health and safety standards.
* **Inventory Management:** Conducted inventory checks, reported items that were low or out of stock, and assisted with restocking as needed.
* **Price Tagging:** Ensured all items were correctly priced and labeled, updating tags when there were price changes or promotions.
* **Safety Adherence:** Followed strict safety and hygiene guidelines, especially when handling raw or cooked foods.
* **Cooking & Heating:** Prepared certain deli items, such as roasting chickens or heating prepared foods, ensuring they reached the correct internal temperatures.
* **Customer Feedback:** Collected and relayed customer feedback to management, contributing to service improvements and new product suggestions.
* **Team Collaboration:** Worked in harmony with other store departments to ensure seamless operations and cross-promotional efforts.
* **Special Orders:** Managed and prepared special orders for events or large gatherings, ensuring timely and accurate fulfillment.

**Cashier**

**Dutchie’s Fresh Market , Waterloo, Canada Jan 2022 – March 2022**

* **Transaction Handling:** Processed customer transactions efficiently, ensuring accuracy in cash handling and electronic payments.
* **Customer Service:** Assisted customers by answering questions, providing information, and ensuring a positive checkout experience.
* **Cash Register Operation:** Skilled in operating POS (Point Of Sale) systems, handling cash, checks, and electronic payments.
* **Price Verification:** Double-checked prices for items if discrepancies arose between the scanned price and shelf price.
* **Returns & Exchanges:** Facilitated returns and exchanges, adhering to store policies and ensuring customer satisfaction.
* **Receipt Management:** Issued receipts, counted change meticulously, and managed cash drawer balances.
* **Queue Management:** Managed queues effectively, ensuring swift customer service during peak times.
* **Promotions & Loyalty Programs:** Informed customers of ongoing promotions and explained benefits of store loyalty programs.
* **Store Cleanliness:** Maintained a clean and orderly checkout area, restocking supplies as needed.
* **Loss Prevention**: Stayed vigilant to potential theft or fraud, reporting suspicious activities to management.
* **Team Collaboration:** Collaborated with sales floor staff to address customer queries and ensure smooth operations.
* **Problem Resolution:** Addressed any customer complaints or issues promptly, ensuring a positive resolution and maintaining customer loyalty.