

MEHAK RAJPUT

4372634433

47SIX NATIONS, SCARBOROUGH, ON, M1H 1R4

mehak01rajput@gmail.com

PROFESSIONAL SUMMARY

- Time management skills
- Teamwork skills
- Excellent interpersonal skills and organization skills.
- Friendly, patient and Quick learner.
- Customer service foundations
- Ability to follow instructions well and manage duties independently requiring minimal supervision
- Expertise in client services, account management and relationship-building.

WORK EXPERIENCE

McDonald's – Markham, ON

FEB 2023 - PRESENT

CREW MEMBER

- Excellent customer service skills with a focus on ensuring customer satisfaction.
- Proficient in using drive-thru technology and point-of-sale systems.
- Knowledge of food safety and hygiene practices, with relevant certifications.
- Experience in cash handling, accurately managing registers and point-of-sale systems.
- Proficient in multitasking, efficiently taking orders, preparing food, and cleaning workstations concurrently.

DMART – Punjab, India

Sept 2022 – Dec2022

Cashier

- Promptly respond to customer enquiries in person and via phone.
- Building rapport with customers and handling irate customers by displaying customer service skills, performing customer recovery & customer satisfaction.
- Familiar with major customer service software.
- Experience in conflict resolution, and customer service foundations.

DECATHLON – Punjab, India

Jan 2022 – Aug 2022

Sales Associate

- Greeting customers and helping them with concerns regarding products.
- Perform regular analysis of the process to boost the orders, and production and keep a constant quality check.
- Assisted sales floor staff with stocking shelves, keeping front lanes tidy, while assisting guests when needed.

EDUCATION

Undergraduate diploma in Computer Programming from Seneca college Newnham campus, Toronto

Senior Secondary Education in Non-Medical from SSSS Modern High School, Amritsar

VOLUNTEER EXPERIENCE

Hope Foundation- Non-Profit Organization

May 2019 – May 2020

- Manage and update curriculum and provide ongoing education to the community.
- Handling patient concerns across a variety of age groups.
- Supervised different teams to ensure the successful completion of projects.

Society For Child-Development

Jan 2018 - Jan 2019

- Worked as a volunteer youth mentor to empower and support children.
- Developed productive after-school activities for young adults to reinforce positive learning.
- Coordination and management of all the agency's programs.
- Preparing food and servings the kids with utmost care.

LANGUAGE COMPETENCIES

- Punjabi: Fluent (in speaking, reading, and writing)
- Hindi: Fluent (in speaking, reading, and writing)
- English: Fluent (in speaking, reading, and writing)
- French: Beginner