

Nikita Patel

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Summary:

I have completed my Bachelor's in the field of technology and have completed a professional course of Computer Engineering. I am detail-oriented, outgoing, and enthusiastic. I believe in smart work rather than hard work and try to be an asset to the organization.

Academic Qualification:

CENTENNIAL COLLEGE (PROGRESS CAMPUS)

Software Engineering Technology– Post Graduation.

BACHELOR OF INFORMATION TECHNOLOGY – GUJRAT TECHNICAL UNIVERSITY

Major in Computer Engineering and Auditing with a CGPA of 8.14 out of 10.

Experience:

Part-time Team Member - Burger King

(01/12/2022 to 27/07/2023)

- Handling various tasks within the restaurant environment providing excellent customer service efficiently to ensure customer satisfaction and contribute to the smooth functioning of the restaurant.
- Excelling in cashiering, order processing, and hygiene maintenance mastering multitasking and meticulous attention to detail to optimize efficiency, enhance customer satisfaction, and ensure a pristine dining environment.
- Collaborated with team members to ensure smooth operations and deliver a positive dining experience for customers.
- Demonstrating a willingness to work a flexible schedule, including nights and weekends, to meet the needs of the business, showcasing flexibility and adaptability to ensure smooth operational functioning.

Cashier/Customer Service Associate - Dmart

(01/12/2021 to 27/08/2022)

- Demonstrated precision and accuracy in managing cash transactions and operating the cash register, ensuring impeccable financial management and upholding the integrity of financial processes.
- Provided exceptional customer service by proactively addressing inquiries, resolving complaints, and ensuring maximum satisfaction through effective communication and skilled problem-solving, thereby nurturing long-lasting positive customer relationships and enhancing the reputation of the business.
- led the creation and implementation of daily operational plans, improving store efficiency and playing a key role in achieving organizational goals.
- demonstrate strong verbal communication skills, facilitating effective interactions with customers, colleagues, and supervisors.

Retail Associate - Dmart

(01/01/2021 to 01/11/2021)

- Demonstrated exceptional teamwork by collaborating effectively with colleagues to accomplish various tasks, including stocking shelves, checking inventory, and ensuring the freshness and quality of bakery products.
- Exhibited strong physical stamina to meet the demands of the role, which involved lifting and moving heavy items, conducting inventory checks, and assisting customers throughout the sales floor.
- Adapted quickly to changing priorities and responsibilities, seamlessly transitioning between tasks such as checking the quality of food items, adjusting clothing displays, and assisting customers with inquiries.
- Fostered inclusivity by creating a welcoming environment for all customers and colleagues, ensuring everyone felt valued and respected during interactions, and promoting diversity within the workplace culture.

Skills:

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| 1. Customer Service | 7. Communication |
| 2. Flexible schedules, including evenings and weekends | 8. Experience in a fast-paced customer service environment |
| 3. Multitasking | 9. Experience in sales-driven environments |
| 4. Proficiency with Computers | 10. Excellent decision-making and problem-solving skills |
| 5. Organizational & Analytical Skills | 11. Detail-oriented |
| 6. Problem-Solving | |