

ONKAR SINGH JASWANI

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Dynamic Professional with Expertise in Operations, Customer Relations, and Sales Optimization

A versatile and results-driven problem-solver with hands-on experience in team leadership, customer service, and operational efficiency. Proven track record in increasing productivity, streamlining processes, and managing client relations across diverse industries. Adept at optimizing workflows, mentoring teams, and driving sales growth through strategic market insights. Enthusiastic about supporting organizational goals through collaborative efforts and innovative problem-solving.

PROFESSIONAL EXPERIENCE

SEASONAL WAREHOUSE ASSOCIATE (Repack Department) | BestBuy, Langley | 26/10/2024 – 31/01/2025.

Efficiently managed inventory, picked orders, and collaborated with the SFDC department to ensure accurate and timely fulfillment of both store and online orders.

- Picked orders for small items such as phones, accessories, tablets, and iPads for stores and online orders.
- Replenished stock and managed put away tasks to ensure accurate inventory storage and order fulfillment.
- Worked closely with the SFDC (Ship from Distribution Centre) department to manage and fulfill direct online orders.
- Ensured timely and accurate processing of orders, contributing to smooth warehouse operations and customer satisfaction.
- Gained experience in inventory management, order picking, and collaborating with the SFDC department for efficient distribution.

ON CALL SECURITY GUARD | B300 Security, Surrey | 08/2024 – Present

Vigilantly ensure safety and security at events with a focus on crowd control and incident management.

- Effectively mitigated security risks by identifying potential issues and responding quickly to incidents.
- Assisted event attendees by providing accurate information and support, enhancing guest experience.
- Collaborated with event organizers to maintain a safe and orderly environment, contributing to the success of large-scale events.

SELECTOR | Sobeys, Surrey | 03/2024 – Present

Responsible for inventory management and product selection, improving operational efficiency.

- Spearheaded the streamlining of product selection processes, reducing errors and boosting speed.
- Trained team members on best practices, enhancing overall accuracy and performance in stock management.
- Coordinated inventory updates, ensuring real-time product availability and meeting demand forecasts.

SALES AND OPERATIONS MANAGER | Simran Enterprise, Ahmedabad | 10/2019 – 11/2023

Led sales and operations, driving business growth through strategic client acquisition and supply chain management.

- Expanded the client base through targeted acquisition strategies and market research, resulting in a 15% growth in sales.
- Strengthened client relationships by delivering personalized service and maintaining high levels of customer satisfaction.

- Managed logistics to ensure timely deliveries and accurate inventory, boosting operational efficiency by 20%.

HR RECRUITER | Job Station, Ahmedabad | 06/2023 – 10/2023

Streamlined the recruitment process and enhanced team performance through leadership and strategic sourcing.

- Conducted in-depth candidate screenings, improving the quality of hires and reducing turnover.
- Implemented an interview scheduling system, reducing time-to-hire by 30%.
- Mentored junior recruiters, contributing to a 25% increase in placement success rates.

SALES INTERN | Oppo, Ahmedabad | 06/2022 – 08/2022

Supported sales operations through market research and promotional activities.

- Identified key customer segments, leading to a 10% increase in sales.
- Contributed to promotional campaigns, improving brand awareness and customer engagement.
- Analysed sales data to provide actionable insights, aiding in strategic decision-making.

SKILLS

- **Operational Efficiency:** Streamlining workflows, process optimization, and inventory management to boost productivity and reduce errors.
- **Customer Relations & Acquisition:** Building and maintaining strong client relationships, driving customer satisfaction, and leading successful acquisition strategies.
- **Team Leadership & Mentorship:** Training and guiding teams to enhance overall performance and achieve operational goals.
- **Sales Strategy & Market Research:** Conducting market analysis, identifying growth opportunities, and implementing strategies to increase revenue.
- **Recruitment & Talent Acquisition:** Managing full-cycle recruitment, candidate screening, and reducing time-to-hire through efficient interview processes.
- **Security Management:** Event security, risk mitigation, crowd control, and incident response for large-scale events.

EDUCATION

- **Master of Business Administration (MBA)** | University Canada West, Vancouver | *Currently pursuing*
- **Bachelor of Business Administration (BBA)**, Finance | GLS University, Ahmedabad | 2023

CERTIFICATIONS

- **Basic Security Training** | 2024
- **Counterbalance and High Reach Forklift Certification** | 2024