Pavithran CJ

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SUMMARY

Reliable and customer-focused professional with 2+ years of frontline experience in fast-paced retail at Mcdonald's food service environments. Proven ability to assist customers, handle transactions, and maintain store appearance. Known for clear communication, adaptability, and problem-solving.

EXPERIENCE

Mcdonald's   July 2023 – Present
Crew Member

- Delivered fast, friendly, and consistent service to over 200 customers daily in a high-volume environment, resolving inquiries efficiently and helping boost customer retention through quality interactions.
- Mentored and trained 5+ new employees by walking them through food prep standards, customer service expectations, and safety guidelines, improving their ramp-up time and reduced onboarding issues.
- Maintained restaurant cleanliness and organization across both front-of-house and kitchen areas, which contributed to a 95%+ food safety and hygiene inspection score during internal and external audits.
- Collaborated with kitchen and drive-thru teams during high-traffic periods, ensuring seamless service by coordinating tasks, managing order flow, and minimizing customer wait times during peak hours.
- Processed various payment methods including cash, debit, and mobile apps with accuracy and attention to detail, contributing to a 98% till accuracy score during quarterly audits.

Vosyn   Apr 2025 – Present
Cybersecurity Analyst

- Provided technical support by identifying and resolving cloud service and connectivity issues, leading to a 30% improvement in overall resolution time and user satisfaction.
- Assisted with user onboarding by setting up accounts, assigning IAM roles, configuring access to tools and resources, and ensuring compliance with internal security protocols.
- Integrated Wazuh SIEM with Google Cloud Platform (GCP), enhancing real-time visibility into system activity and reducing incident response time by 30% across cloud infrastructure.
- Documented troubleshooting steps and internal procedures in shared knowledge bases, and collaborated with senior engineers to resolve incidents, reducing cloud misconfigurations by 25%

Cognizant   Feb 2021 - Apr 2023
Programmer Analyst

- Supported users in debugging and resolving API integration issues in test and production, reducing downtime by 25% and improving deployment success rates.
- Collaborated with QA and development teams to escalate and track over 50+ technical issues monthly, improving resolution time by 15% through streamlined workflows.
- Delivered internal training on the Craft framework, boosting automation efficiency by 80% and onboarding 10+ team members to improve overall productivity.

EDUCATION

Seneca College, Toronto   May 2024 - Dec 2024
Post Grad Degree - Cyber Security and Threat Management

George Brown College, Toronto   May 2023 - Dec 2023
Post Grad Degree - Analytics for Business Decision Making

Sri Ramakrishna Engineering college   Apr 2017 - Mar 2021
Bachelor's Degree - Computer Science and Engineering

SKILLS

- **Customer Service & Sales:** Greeting customers, resolving concerns, upselling products, Communication
- **Cash Handling:** Operating POS systems, processing payments, handling returns and exchanges
- **Store Operations:** Stocking shelves, managing inventory, organizing displays, maintaining cleanliness
- **Teamwork/Reliability:** Supporting coworkers, showing up on time, adaptable to shifts