

PRERANA PRADHAN

Calgary, Alberta / Canada | 587 973 2884 | pprad186@mtroyal.ca

SUMMARY

A dedicated and customer-focused professional with diverse experience in hospitality, retail, and childcare. Seeking to leverage strong communication, problem-solving, and multitasking skills in a dynamic work environment. Eager to contribute positively to a team and deliver exceptional service.

EDUCATION

MOUNT ROYAL UNIVERSITY

Bachelor of Science in Computer Science with GPA 3.70

Dean's Honor Roll 2022-23-24 / President's Honor Roll 2022-23-24

Recipient of the President's Scholarship 2022-23

Anticipated graduation 2027

CALGARY, AB / CANADA

2022-Present

Class Projects

- Used Python and C++ to create a game scoring system for the game Blueprint.
- Created a grocery list sorting system to sort ingredients according to the inventory and cravings provided by the client.

PROFESSIONAL EXPERIENCE

Pool Operator (Seasonal) | Benchmark Project Ltd

May 2025 – September 2025

- Oversee the operation of the aquatic system, including balancing chemicals, performing filter cleanses, and doing water tests.
- Maintain an excellent standard of customer engagement including addressing complaints and providing appropriate solutions.
- Ensure the facility is clean and safe by performing daily maintenance tasks and frequent checks.
- Present a professional appearance and attitude at all times, including wearing the provided uniform during each shift and appropriate footwear.
- Enforce the rules and regulations of the facility.
- Act immediately and appropriately to ensure safety of customers in the event of an emergency.
- Compile daily data such as water tests and head counts in a neat and orderly fashion.
- Complete and submit administrative reports, such as First Aid or Incident forms.

Babysitter (Twin Girls, 1 Year Old) | Private Family

July 2024 – Present

- Provided attentive, loving, and responsible care for 1-year-old twin girls, ensuring their safety and well-being at all times.
- Planned and organized age-appropriate activities that promoted both fun and learning, including games, music, and outdoor activities.
- Assisted with meal preparation and feeding, following the family's guidelines and dietary preferences.
- Managed daily routines, including naps, playtime, and other essential activities, while fostering a nurturing environment.
- Developed strong communication with parents, providing regular updates on the children's activities and progress.

Server (Seasonal) | Joyce on 4th

March 2025 – June 2025

- Provided attentive, loving, and responsible care for 1-year-old twin girls, ensuring their safety and well-being at all times.
- Delivered exceptional customer service in a fast-paced dining environment, ensuring a positive dining experience for all guests.
- Managed multiple tables simultaneously, showcasing excellent time management and organizational skills.
- Assisted in the preparation and presentation of food and beverages, following all restaurant guidelines for quality and safety.
- Resolved customer concerns with empathy and professionalism, contributing to increased guest satisfaction and repeat business.
- Collaborated with kitchen staff and other servers to ensure smooth service operations, enhancing teamwork.

Server (Seasonal) | Gator's Sports Pub

June 2024 – August 2024

- Delivered exceptional customer service in a fast-paced dining environment, ensuring a positive dining experience for all guests.
- Managed multiple tables simultaneously, showcasing excellent time management and organizational skills.

- Assisted in the preparation and presentation of food and beverages, following all restaurant guidelines for quality and safety.
- Resolved customer concerns with empathy and professionalism, contributing to increased guest satisfaction and repeat business.
- Collaborated with kitchen staff and other servers to ensure smooth service operations, enhancing teamwork.

Server | Ricky's All Day Grill

September 2023 – June 2024

- Delivered exceptional customer service in a fast-paced dining environment, ensuring a positive dining experience for all guests.
- Managed multiple tables simultaneously, showcasing excellent time management and organizational skills.
- Assisted in the preparation and presentation of food and beverages, following all restaurant guidelines for quality and safety.
- Resolved customer concerns with empathy and professionalism, contributing to increased guest satisfaction and repeat business.
- Collaborated with kitchen staff and other servers to ensure smooth service operations, enhancing teamwork.

Cashier | Tim Hortons

September 2022 – August 2023

- Processed customer transactions accurately and efficiently, handling cash, credit card payments, and returns with precision.
- Maintained a clean and organized checkout area, ensuring a positive and efficient shopping experience for customers.
- Provided exceptional customer service by greeting shoppers, assisting with product inquiries, and offering personalized recommendations.
- Managed inventory and restocked shelves as needed, ensuring the store was well-stocked and visually appealing.
- Collaborated with team members to achieve daily sales targets and improve store performance.

Sales Associate (Seasonal) | 7-Eleven

May 2023 – August 2023

- Assisted customers in finding the right products by understanding their needs and offering tailored recommendations.
- Met or exceeded individual sales goals, contributing to the store's overall sales targets and performance.
- Organized product displays and ensured merchandise was stocked and presented in an attractive manner.
- Processed sales transactions efficiently, including returns, exchanges, and special orders.
- Handled customer complaints and issues with professionalism, ensuring customer satisfaction and loyalty.

Skills

- Excellent communication and interpersonal skills
- Strong multitasking and time management abilities
- Ability to work well under pressure and meet deadlines
- Problem-solving and conflict resolution
- Customer service-oriented with a friendly, positive attitude
- Knowledge of safety and hygiene practices (especially in childcare)

ADDITIONAL

LANGUAGES: English (fluent), Nepali (native), Hindi (proficient)

VOLUNTEERING, AWARDS, AND EXPERIENCE

- The project that I lead won our group the Best Exhibit in the Annual Exhibition 2020
- Volunteered with my classmates and 2 teachers to clean 2 local temples in our school area to promote cleanliness every year for the past 5 years.
- Volunteered with 7 fellow schoolmates to paint the interior campus walls with abstract paintings of nature and scenery of beautiful meadows, peacocks, and hills to represent the beauty of nature and its importance. - 2018
- Volunteered along with 5 amazing friends in the local orphanage and donated clothes, toys, storybooks, and some money for the past 4 years.