

# SHOBHA DROCH

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## OBJECTIVE:

Outing with exceptional customer service and strong, practical organizational and communication skills. Good team player with the ability to work independently to meet company goals. With a highly creative mind, adaptable and learns new skills rapidly.

## Educational Qualification:

Year	Degree/Qualification	School/College
2020 - 2021	M.Sc. Civil Engineering	Lakehead University
2015 - 2019	B.E Civil Engineering	Chandigarh University

## TECHNICAL SKILLS:

- Civil Design Software : STAR CCM+, MASTAN2, STAAD PRO, AutoCAD, Google SketchUp
- Project Management : Primavera, MS Project, MS Office
- Cost Estimating : PlanSwift

## CORE COMPETENCIES:

- Effective communication both verbally, and in writing, with all levels of staff and the public clearly and professionally using exceptional customer service and interpersonal skills.
- Strong time management and organizational skills and the ability to set priorities and work under tight deadlines with minimal supervision.
- Multitasking abilities with ability to handle detailed work with accuracy.
- Excellent keyboarding, Proof Reading, and Data Entry Skills with emphasis on Accuracy.
- Ability to deal with confidential information, handling of confidential projects and client's information.
- Problem-solving and decision-making skills, with the ability to handle and resolve situations.
- Fluent in three languages, i.e., English, Hindi, and Punjabi.

## **RELEVANT WORK EXPERIENCE:**

**May 2020 – Aug 2021**

**Project Planning & Scheduling**, Internway, Jaipur

- Oversaw numerous social media campaigns.
- Creating and deploying content.
- Engaging with the target audience.
- Boosting reach with strategic ad placements.

**June 2019 – May 2020**

**Project Planning & Scheduling**, Dreams Builder, Sri Ganganagar

- Obtain contact information of potential customers through cold calling, internet research and e-mailing.
- Identify and qualify new customers based on the company's business model and guidelines.
- Initiate and build relationships with customers through phone, marketing mailer campaigns, in-person contacts, and presentations.
- Coordinate appointments, meetings and calls between customers and senior management for business expansions and opportunities.
- Manage customer meetings with internal teams for project development and delivery activities.
- Maintain a database of potential customers' contact information and emails.

## **OTHER WORK EXPERIENCE:**

**Nov 2021 – Jan 2022**

**Material Handler**, Mejuri, Toronto

- Picking orders and/or batches of orders guided by handheld scanner.
- Shelve the product as it arrives in its proper place within the safe.
- Ensuring packing stations are stocked with packing products and up to company standards.
- Report any inventory discrepancies discovered while picking orders to the Team Leader.
- Carefully providing jewelry products according to company standards and guidelines to the packer stations.
- Ensuring packing stations run smoothly, flagging any issues to a Team Lead.