

PROFESSIONAL SUMMARY

Experienced professional seeking a full-time position. With a strong background in sales, customer satisfaction, team management, and collections, I have a proven track record of driving results and achieving operational efficiency. As a former Manager at McDonald's, I effectively led and motivated a team of employees, resulting in increased productivity and customer satisfaction. In addition, my experience as a Collections Agent honed my negotiation and problem-solving abilities, while my experience in Quality Control and Cashiering at a supermarket developed my attention to detail and focus on delivering exceptional customer service. I am adaptable and thrive in fast-paced environments, and I am eager to utilize my skills and experience to contribute to the success of a dynamic and growing organization.

EDUCATIONAL BACKGROUND

CENTENNIAL COLLEGE

Diploma In Biotechnology

Sept 2019-April 2021

Graduated with 3.4 GPA

PROFICIENCIES

- Leadership:** Demonstrated ability to lead teams, delegate tasks, and achieve operational goals while maintaining employee morale.
- Customer Service:** Proven track record of delivering excellent customer service, resolving issues, and ensuring customer satisfaction.
- Communication:** Strong interpersonal and communication skills, adept at effectively conveying information to customers, colleagues, and stakeholders.
- Problem-solving:** Ability to identify and resolve problems efficiently, think critically, and make effective decisions under pressure.
- Time Management:** Strong organizational skills, capable of managing multiple tasks, prioritizing responsibilities, and meeting deadlines.
- Attention to Detail:** Keen eye for detail, ensuring accuracy in tasks such as cash handling, order processing, and quality control inspections.
- Adaptability:** Flexibility to adapt to changing environments, policies, and procedures, and the ability to quickly learn new systems and processes.
- Teamwork:** Collaborative approach, skilled in working effectively within diverse teams and fostering positive working relationships.
- Financial-Management:** Experience in managing financial transactions, handling cash, and ensuring accuracy in accounting procedures.
- Quality Control:** Understanding of quality control principles, including conducting inspections, implementing corrective actions, and maintaining compliance with regulations and standards.

CERTIFICATIONS

- First-Aid and CPR/AED (Toronto CPR, July 2022)
- Occupational Health and Safety (Online, July 2022)
- Food Handler (Online, July 2022)
- Shift Leadership and Management(Online, July2022)
- Security License (Feb 2023)

LANGUAGES

- English
- Hindi
- Gujarati
- Punjabi

REFERENCES

Available upon request.

PROFESSIONAL EXPERIENCE

Collection Agent

TSI, Toronto

02/ 2023 - 05/2023

- Managed a portfolio of accounts, utilizing strong negotiation skills to collect outstanding payments.
- Maintained a high collection rate, consistently exceeding monthly targets.
- Built and maintained strong customer relationships, providing personalized solutions to resolve outstanding balances.
- Demonstrated effective communication and problem-solving skills in handling challenging situations.
- Collaborated with cross-functional teams to streamline collection processes and enhance efficiency.

Manager

McDonald's Canada, Toronto

07/2019 - 03/2023

- Increased monthly sales by 15% through the implementation of targeted marketing strategies and promotional campaigns.
- Mentored and trained new team members, cultivating their skills and fostering professional growth.
- Led a team of employees to achieve a customer satisfaction rating of 95%, exceeding company benchmarks.
- Implemented a comprehensive training program resulting in a 30% decrease in employee turnover within six months.
- Resolved customer complaints and inquiries promptly, achieving a resolution rate of 90% and improving overall customer satisfaction.

Quality Control Supervisor

J+A Cleaning Solutions, Toronto

03/2022 - 09/2022

- Supervise and coordinate activities of cleaners and subcontractors to ensure high-quality service delivery to client accounts.
- Maintain operational continuity at job sites and promptly respond to operational requests and emergencies.
- Report safety or security issues to the Operations department and take necessary actions.
- Conduct internal audits, prepare reports, and maintain records of corrective actions to ensure compliance with standards.
- Inspect facilities to ensure adherence to safety and cleanliness standards.
- Coordinate, review, and report on field quality inspections to ensure safety, security, and cleanliness.

QA/QC Monitor

Tru-Harvest Meats, Toronto

09/2021 - 03/2022

- Conduct regular inspections and audits of meat production processes to ensure adherence to quality standards and regulatory requirements.
- Monitor and assess the implementation of quality control procedures throughout the meat production cycle and document CPP to ensure food quality.
- Collect and analyze samples for laboratory testing and maintain accurate records of test results.
- Identify and report any non-compliance issues or deviations from quality standards to the appropriate stakeholders.
- Collaborate with production teams to develop and implement corrective and preventive actions to address quality issues.
- Review and update quality control documentation, including standard operating procedures (SOPs) and quality manuals.
- Train and educate employees on quality control procedures and promote a culture of quality awareness.
- Conduct internal audits to evaluate compliance with quality standards and identify areas for improvement.
- Ensure compliance with Good Manufacturing Practices (GMP) throughout the meat production process.