

# SATVEER SINGH

Waterloo, ON, Canada

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Versatile and results-driven professional with extensive experience across management, administration, customer service, and technical roles. Proven expertise in team leadership, operations management, inventory control, and process optimization in fast-paced environments. Skilled in enhancing customer satisfaction, maintaining quality standards, and implementing efficient workflows.

## PROFESSIONAL EXPERIENCE

**Assistant Produce Department Manager** **May 2024 - Present**  
**Farmboy Inc, Waterloo, ON, Canada**

- Analyzing sales data, inventory levels, and customer purchasing patterns to optimize product assortment, pricing strategies, and promotional activities within the produce department.
- Developing and maintained forecasting models to predict demand for various produce items, ensuring adequate inventory levels while minimizing waste and spoilage.
- Conducting root cause analysis of inventory discrepancies, shrinkage, and product losses, implementing corrective actions and process improvements to mitigate risks and improve accuracy.

**Produce Supervisor** **Aug 2022-Apr 2024**  
**Farmboy Inc, Waterloo, Ontario, Canada**

- Assisted customers with product selection, answered inquiries, and addressed concerns or complaints, ensuring exceptional customer service and satisfaction.
- Supervised and trained a team of produce department staff, providing guidance to ensure a high level of productivity, customer service, and teamwork.

**Full Stack Developer, Internship** **Jan 2022 - Aug 2022**  
**Conestoga Research, Innovation & Entrepreneurship (Smart Center), Cambridge, Ontario, Canada**

- Developed and maintained a MERN stack application and APIs.
- Consolidated data from various IoT sensors using NodeJS endpoints.
- Deployed the project on AWS services and was responsible on debugging any issues.

**Technical Support Representative (Part-time)** **Sept 2021-Dec 2021**  
**Merengue International Limited, Markham, Ontario, Canada**

- Handled a high volume of incoming calls and provided excellent customer service by addressing customer questions, concerns, and inquiries in a professional and timely manner.
- Processed customer orders, tracked shipments, and provided order status updates to customers, ensuring accuracy and adherence to company procedures.

## SKILLS

- **Tools & Platforms:** Microsoft 365 (Excel, Word), Programming Languages, Databases.
- **Department:** Ordering, Inventory, Data Analysis, Sales Forecasting, Scheduling, Department Planner, Department Handling, Team Management
- **Certification:** Class G License, First Aid certification with CPR, Security Licensed.

## EDUCATION

**Mobile Solutions Development (CO-OP)** **May 2021- Aug 2022**  
**Conestoga College, Waterloo, Ontario, Canada**

**B.sc (Hons) in Computer Science** **Aug 2017-July 2020**  
**University of Delhi, Delhi, India**