

Dimpal Vala

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Summary

Dedicated and detail-oriented professional with strong skills in customer service, administrative support, and cash handling. Adept at managing front desk operations, maintaining accurate records, and assisting clients with professionalism and efficiency. Strong communication and multitasking abilities, with a passion for delivering excellent service in both healthcare and retail environments. Quick learner with a proactive approach to problem-solving and teamwork.

Availability

- Full Time: April – September
- During study: Monday: Open- Close
 - Tuesday: Open- Close
 - Wednesday: 4 PM- Close
 - Thursday: 4 PM- Close
 - Friday: Open- Close
 - Saturday: Open- Close
 - Sunday: Open- Close

Education

Healthcare Leadership and Supervision

Northern Alberta Institute of Technology (NAIT), Edmonton, AB

Jan 2025 - Current

- Developing leadership and supervisory skills for healthcare settings
- Learning effective team management, conflict resolution, and communication strategies
- Understanding healthcare policies, ethics, and workplace regulations
- Enhancing decision-making and problem-solving skills in a healthcare environment

Bachelor of Science in Microbiology

Gujarat University – Gujarat, IN

Jul 2020 - Aug 2023

- Studied microbial physiology, genetics, immunology, and biotechnology
- Gained hands-on experience in laboratory techniques and microbiological analysis
- Learned about infection control, public health, and medical microbiology
- Developed strong analytical, problem-solving, and research skills

Work Experience

D-Mart | Gandhinagar, India
Cashier

Jul 2022-Aug 2023

- Processed transactions efficiently using POS systems while ensuring accuracy in billing
- Assisted customers with price checks, billing inquiries, and promotional discounts

- Delivered excellent customer service by addressing concerns and ensuring a smooth checkout experience
- Managed and prioritized tasks during peak hours, reducing wait times and improving efficiency

McDonald's | Gandhinagar, Gujarat, India
Restaurant Crew Member

Dec 2023-Jul 2024

- Processed Prepared and served food items while ensuring quality and hygiene standards
- Worked in a fast-paced environment, efficiently handling customer orders
- Provided excellent customer service, ensuring a positive dining experience
- Operated cash registers and handled transactions accurately.
- Maintained cleanliness and followed food safety guidelines.

Skills

- Customer Service & Communication
- Cash Handling & POS Operation
- Food Preparation & Safety
- Teamwork & Collaboration
- Time Management & Multitasking
- Problem-Solving & Adaptability
- Cash Register & Billing Accuracy
- Food & Beverage Knowledge
- Cleaning & Maintenance
- Attention to Detail & Efficiency

