

# Shallu

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## PROFESSIONAL EXPERIENCE

Motivated and adaptable student pursuing a post-graduation program in Mobile Application Development and Strategy at George Brown College. Dedicated **customer service professional experience** in a **fast-paced bakery environment**. Skilled in building strong customer relationships, efficiently handling transactions, and providing knowledgeable product recommendations. Proven ability to manage high-volume service during peak hours while ensuring a positive customer experience. Committed to teamwork and maintaining a welcoming atmosphere.

## EDUCATION

***Mobile Application Development and Strategy***

***George Brown College, Toronto, ON***

***Sep 2024 – Pursuing***

## WORK EXPERIENCE

***Customer Service Associate***

***Sep 2024- Nov 2024***

***Lazar Bakery, Mississauga, ON***

**Greeting Customers:** Welcoming customers as they enter and providing a warm, friendly atmosphere

**Product Knowledge:** Being knowledgeable about the bakery's offerings, including ingredients, flavors, and special dietary options (like gluten-free or vegan)

**Taking Orders:** Efficiently handling customer orders, whether they are for individual items or larger special orders like cakes or pastries for events

**Handling Payments:** Managing transactions accurately and efficiently, including cash and electronic payments

**Customer Interaction:** Engaging with customers to understand their preferences and providing recommendations

***Mobile App Developer***

***T&G Web Solutions, Calgary, AB***

***Dec 2022 – Jul 2024***

- Designed and developed cross-platform mobile applications using Flutter and Dart, delivering intuitive user experiences
- Collaborated with designers and backend developers to create seamless and visually appealing applications that met client requirements
- Participated in Agile Scrum ceremonies, including sprint planning, daily stand-ups, and retrospectives, to ensure project progress and alignment
- Debugged and resolved technical issues to optimize application performance and functionality
- Conducted code reviews to ensure code quality and adherence to industry best practices
- Kept up-to-date with the latest Flutter libraries, updates, and trends to continuously improve application development processes

## VOLUNTEER EXPERIENCES

**Host an Event**

- Participated in festivals, seminars, stage performances
- Held as a Vice-president of my college and contributed to Student Council Group for student welfare and help teachers to manage the functions of the college