Jatin Sharma

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Work Experience

**OSL Retail Services** Winnipeg, Canada ***Electronics and Photo Lab Associate*** (Jul 2021 – Dec 2021)

Roles:

* Assist customer finding the right electronic/ photo solutions and merchandise
* Assist with product demonstrations, comparison, and sales
* Experience using a handheld device (e.g., mobile phone, LRT gun) to enter, access, and output information
* Provide customers with a positive and informative shopping experience
* Set up and maintain product displays
* Complete timely stocking of products and ensure shelves and work areas are clean
* Responsible for the processing of customer purchases, returned product, exchanges, service requests, and/or defective products
* Assist in achieving sales goals and targets
* Knowledge to operate photographic processing machines in photo lab
* Assist customers with placing orders
* Lead by example and foster an environment that encourages teamwork
* Act with professionalism and integrity
* Various other duties as required

**IKEA** Winnipeg, Canada

***Seasonal Goods Flow Co-worker*** (Feb 2021 – April 2021)

Roles:

* Handling goods, e.g. unloading, internal transportation in the store, replenishing stock, picking goods from the warehouse for handing out to customers, using the correct equipment in a safe and efficient way to minimise damage to stock and equipment
* Working together with your colleagues to keep the store fully stocked with the right goods for the store opening
* Working proactively to maintain the safety and security of your areas of responsibility for customers and colleagues
* Working together with your colleagues to improve the shopping experience of customers in order to generate more sales
* Implementing agreed processes, working methods and procedures, including IT systems and techniques
* Picking and organising online and in-store orders for customers
* Ensuring customer orders are accurate and ready for pick-up
* Experience using a handheld device (e.g., mobile phone, LRT gun) to enter, access, and output information

**Costco** Winnipeg, Canada

***Seasonal Photo Assistant*** (October 2020 – December 2020)

Roles:

* Assist members with placing orders and provide prompt and courteous member service
* Drive the “top-line” - with the help of Benchmarks, sell, cross-sell, up-sell all photo Lab items to members
* Ring up orders. Receive accurate payment, make change, process cheques, credit and debit charges according to proper procedures for paperwork and performance of duties
* Run and plot control strips and perform quality control prior to any production. Print and adjust photos on printer(s) and make CD/DVD on burner, check screen to monitor progress and to follow standards for quality and consistency of product. Load paper and mix chemistry according to proper procedures. Produce any in-lab products
* Package finished photo and/or products, file under member last name initial for pick-up
* Prepare and process Ink Refill orders, where available
* Take ID photo in a professional manner, assist member to pose for the picture. Produce the ID photo according to specifications
* Handle all out-lab products according to proper procedures
* Monitor and maintain documentation for silver recovery process and send off sample for analysis on a timely manner, change the silver recovery columns and prepare them for shipping
* Stock department supplies
* Perform preventative maintenance on machines and coordinates repairs
* Clean department by spraying, wiping and mopping. Empty trash; operate trash compactor and cardboard bailer
* Assists in other areas of the warehouse as necessary

**Real Canadian Superstore** Winnipeg, Canada

***Ecommerce Associate/Personal Shopper*** (August 2020 – October 2020)

Roles:

* In-store shopping - selecting quality products
* Ensuring customer orders are accurate and ready for pick-up
* Experience using a handheld device (e.g., mobile phone, LRT gun) to enter, access, and output information
* Answering any customer inquiries
* Handling POS transactions (debit/credit/cash/gift card)
* Providing exceptional customer service
* Other duties as required

**OSL Retail Services** Winnipeg, Canada

***Electronics and Photo Lab Associate*** (September 2019 – June 2020)

Roles:

* Assist customer finding the right electronic/ photo solutions and merchandise
* Assist with product demonstrations, comparison, and sales
* Experience using a handheld device (e.g., mobile phone, LRT gun) to enter, access, and output information
* Provide customers with a positive and informative shopping experience
* Set up and maintain product displays
* Complete timely stocking of products and ensure shelves and work areas are clean
* Responsible for the processing of customer purchases, returned product, exchanges, service requests, and/or defective products
* Assist in achieving sales goals and targets
* Knowledge to operate photographic processing machines in photo lab
* Assist customers with placing orders
* Lead by example and foster an environment that encourages teamwork
* Act with professionalism and integrity
* Various other duties as required

**Walmart** Winnipeg, Canada

***Store standards Associate*** (October 2018 – September 2019)

Roles:

* Responding to customer requests for information and service
* Maintaining store quality standards
* Assisting in stocking the sales floor as assigned
* Assisting customer in locating merchandise
* Stocking carts and maintaining cleanliness in the general vicinity
* Being knowledgeable about emergency and safety procedures
* Working well on his/her own and requiring very little supervision and follow-up
* Experience using a handheld device (e.g., mobile phone, LRT gun) to enter, access, and output information
* Excelling in a team working environment

Education

**Imarticus Learning** Cannaught Place, Delhi

***PGA in Data Analysis and Machine Learning*** (Jun 2023 – Nov 2023, Ongoing)

**New Era Public School** New Delhi, India

***High School*** (2015 - 2017, 3.7 GPA)

Certificates

**www.foodsafetytraining.ca** Winnipeg, Canada

***Food Handler’s Certificate (#77702)*** (July 8, 2020 - July 8, 2025)

Technical Skills

* Skilled in computer languages – HTML, Java, C programming, DOS command, SQL, Python
* Proficient in managing Microsoft Office 365 including Word, Excel, Outlook, OneNote, and PowerPoint
* Proficient in Adobe Photoshop and Adobe Illustrator
* Experienced in Data Entry software like Google Forms, and Xero
* Knowledgeable in accounting software like QuickBooks
* Writing Speed: 38-43wpm (Words per minute)

Related Skills

* Outstanding communication skills with highly developed interpersonal skills and effective strategies
* Good knowledge of the latest technology products and industry trends
* Proven ability to drive sales and service while also achieving operational standards and success
* Customer service orientation, sense of urgency, detail-oriented, problem solver.
* Quick learner, hard working, good public speaker and presenter
* Experience using a handheld device (e.g., mobile phone, LRT gun) to enter, access, and output information
* Extensive cash-handling experience
* Works well individually and as a part of a team
* Speaks fluently in English, Hindi, and Punjabi

Major Achievements

* Qualified 167 rank out of 25000 (approx.) students at state-level for Indraprastha University BCA entrance exam 2017
* State rank 255 in Ecovisionaire Economics Olympiad 2016
* Qualified for City Finals of TIMES NIE THINK & LEARN CHALLENGE 2013-14 and 2014-15
* State rank 375/International rank 3138 in International Informatics Olympiad 2012
* State rank 37/International rank 5655 in International English Olympiad 2012

References available upon request