

Sumit Singh



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OBJECTIVE

I am seeking a Customer Service Representative/Executive role. I am also open to any other role where I can apply my customer handling, cash management, and inventory control skills. Eager to resolve technical issues, implement digital support systems, and drive sales through upselling to enhance customer satisfaction and profitability.

EXPERIENCE

Sobeys | Cashier and Customer Service Representative

July 2024 – Dec 2024 | Waterloo, ON

- Cultivated meaningful connections and customer services by providing attentive and personalized service at the checkout counter, ensuring their needs were met with care and efficiency.
- Utilized my proficiency in handling various payment methods and operating cash registers to facilitate smooth transactions, contributing to a seamless and pleasant shopping experience for patrons.
- Demonstrated empathy and patience in assisting customers with 40% of inquiries, resolving issues, and guiding them through the store layout, fostering trust and satisfaction among shoppers.
- Resolved customer complaints and concerns, maintaining a 95% customer satisfaction rate.
- Contributed to a positive team environment by collaborating with colleagues to meet and exceed customer service goals.
- Demonstrated my ability to handle physical demands, including standing/walking for 8 hours while frequently lifting and carrying items, twisting, turning and reaching.

Mitchell Plastics | Warehouse Associate

Feb 2024 – July 2024 | Kitchener, ON.

- Efficiently manage inventory by receiving, storing, and organizing products while ensuring accuracy and timely availability for order fulfilment.
- Prepared and packed customer orders to meet quality standards, ensuring proper labelling and ready-for-shipment items with maximum accuracy.
- Conducted stock checks and maintained inventory by ensuring compliance with the FIFO (First-In-First-Out) system.
- Consistently handled physical tasks such as lifting, pushing, and moving goods up to 50 pounds while maintaining physical stamina and adhering to safety guidelines to maintain workflow efficiency.
- Efficiently transport goods using carts, dollies, scanners and hand trucks while ensuring safety around moving machines and high-traffic areas by maintaining constant awareness of surroundings.
- Worked in varying temperatures (15°C to 30°C) and noisy environments, using provided protective equipment as needed.
- Complied with the company's safety and quality standards, contributing to a secure, high-performing warehouse environment while working in varying conditions.
- Demonstrated flexibility by adapting to various shifts (morning, day, evening, night and weekends) and collaborating with cross-functional teams to drive process improvements and maintain a positive, goal-oriented work environment.

AVAILABILITY

- **Weekdays • Weekends**
- **Shits: Morning, Afternoon, Evening, Night.**

SKILLS

BUSINESS SKILLS

- Customer handling • Cash handling • Inventory management • MS Office • Merchandising • Store operations • Stocking Replenishing • Quality control • Specialized sales • Proficient in electric-powered pallet jack operation • Adherence to safety and equipment regulations

PERSONALITY TRAITS

- Technical proficiency • problem-solving • Detail-oriented • Organized & multi-tasking • Time management • Product knowledge • Active listening • Critical thinking • Conflict resolution • Customer relationship building • Teamwork • Fast learner • Effective communication • Heavy lifter • Professional presence.

EDUCATION

Humber College

PG IN Web Development

Sep 2024 - Present | Etobicoke, ON

Institute of Technology & Advanced Learning

Conestoga College

PG IN Information Technology Project Management

Jan 2024 - Aug 2024 | Doon, ON

Institute of Technology & Advanced Learning

CERTIFICATIONS

- **Valid Ontario Security Guard License.**
- **First Aid and CPR.**
- **Smart Serve Ontario.**
- **Food Handler.**