

# VIDIT SURI

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Dynamic professional with extensive experience in upscale customer service environments. Skilled in customer management, relationship building, food preparation and maintaining high standards of hospitality. Committed to ensuring top-notch service while fostering positive teamwork and leadership.

## EXPERIENCE

### Smaaash | Customer Service Coordinator

Noida, India | 04/2023 – 11/2023

- Collaborated with team members to create a welcoming and exciting environment for guests.
- Answered queries related to arcade games and entertainment devices.
- Maintained a positive work environment along with customer satisfaction.

### Modern Bazaar | Shelf Stocker and Customer Associate

Delhi, India | 10/2022 – 03/2023

- Organised shelves and products in the grocery aisles.
- Assisted in stock room activities (quality testing and stock circulation).
- Worked in customer service which included answering queries and concerns of customers.

### Westside | Cashier and Customer Associate

Delhi, India | 02/2022 – 08/2022

- Scanned and processed payments for customer purchases.
- Handled returns and refunds.
- Worked in customer service which included answering queries and concerns of customers.

## POSITIONS OF RESPONSIBILITY

### Representative at RWA, New Delhi

- Increased public awareness, managed multiple events and medical camps. Assisted in vaccination initiatives (registration process, elderly assistance and guiding citizens) post initial Covid wave.

### Editor at Computer Society of India (CSI), Jamia Hamdard

- Planned and coordinated multiple student Information guides and materials.

## EDUCATION

### George Brown College | Applied A.I. Solutions Development

Toronto, ON | 01/2024 – Present

### Jamia Hamdard University | Bachelor of Technology (CSE)

Delhi, India | 07/2018 – 07/2022

## SKILLS

- **Soft Skills:** Event Management, Leadership, Exceptional Customer Service, Excellent Communication.
- **Sales:** Promotions, Target Achievement, Planning, Engagement, Customer Relationship Building.
- **Operational:** Handling Cash, Phone Engagement, Kitchen Activities, Team Building and Collaboration.
- **Software Tools:** Experienced in working with technology and computer related tools such as Microsoft word, excel, outlook.

## AVAILABILITY

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Available till 5PM	Available till 5 PM	Available till 5 PM	Available till 5 PM	Available till 5 PM	Available Full Day	Available Full Day