

# Kevin Patel

Cell: 5483883495 | Email: kevinpatel268@gmail.com

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## **PROFILE SUMMARY**

As an Information Technology Engineer with bachelor's and with a Post Graduate Certificate in Global Business Management and Global Hospitality Management, I am well versed in handling complex problems and working on computers with software not limited to Microsoft Word, Excel, Power point. I have done enough amount of documentation as well as troubleshooting when working on Mobile Application Development with reporting and analysis as part of my studies and projects. I have been continuous working in customer-facing role from over 3 years that includes working as cashier in Gas station and cashier in Tim Hortons. A big part of these jobs was greeting customers with a smile and serving them with utmost respect and possible resolutions for them providing unmatched customer support experience.

## **PROFESSIONAL EXPERIENCE**

### **Tim Hortons, ON, *Cashier and Support worker***

**Sept 22 – Present**

- Greeting and Interacting with the guests along with a smile.
- Responsible to handle the front end of the store.
- Preparing the orders and serving them.
- Never missed a shift and always showing up on time.
- Responsible for closing the store in an appropriate way in the closing hours with each thing placed in its respective place.
- Creating reports on inventories update of the store to the store manager
- Provide general help to the customers in the store.
- Providing email responses to client who has the login problem in the app
- Help in downloading the application for the customers who have a problem in installing app in their devices.
- Verifying the hardware compatibility with the application requirement for most of the clients
- Navigating in app to the customers who faces the challenges
- Data Sharing with the company's portal with the consent of the customers.
- Checking the incoming invoices and verify the order received.
- Resolving issues with the application download for the customers visiting the stores and also solving the queries over the email communication if emails received from the customers.

### **Keshav Food Ltd, NZ, *Assistant Retail Manager***

**Jul 21 – Nov 21**

- Originally started as a Customer Service Retail assistant in the company and later after 2 months I was promoted to the above-mentioned position because of the relevant skills and experience.
- Greeting the Guests and understanding their requirements
- Handling International Money transfers efficiently to Samoa and Tonga with maintaining confidential and highly sensitive information of the customers
- Stock-take the inventories and placing relevant orders
- Preparing weekly schedules for the employees
- Cash Handling and reporting it to the Owner at the end of the day.
- Ensuring smooth operation with Auckland Transport transactions in the store.
- Overseeing cashiers, filling, and switching up cash registers, scheduling cashiers' breaks, assigning associates to a cashier role when the store is too busy, etc.
- Ensure operation of equipment by completing preventive maintenance requirements; calling for repairs; maintaining equipment inventories; evaluating new equipment and techniques
- Answering the phone calls from distributors and suppliers.
- Data Management of the employee portal and troubleshooting their email issues
- Diagnosing the issues with the internet connectivity in store by troubleshooting the router and ethernet cable
- Invoicing of the materials received, Photocopying and scanning of the important documents and report to the manager

- Providing employee training and giving them induction when they board.
- Reporting to the manager, about upcoming store promotions and helping to keep up with the market trends.
- Review the store statistical data on fortnightly basis.
- Reviewing the smooth operations in the store in order to generate leads and eventually meet the company's goal by generating sales and generating revenues.

**Caltex All Seasons, NZ, *Customer Service Representative***

**Jan 19 – May 21**

- Greeting the guests entering the store.
- Handling transactions over the P.O.S. systems. Handling cash and safe dropping as and when required.
- Performed End of Shifts and End of Day Procedures as and when required on daily basis.
- Perform Stock-takes and entering in the system at the backend.
- Have some experience in New Zealand Post with receiving and sending the parcels domestic and international.
- Polite and professional communications with other staff members and ensuring the tasks that are assigned is completed and reported back to the store manager.

**TECHNICAL SKILLS**

- Excellent written and verbal communication skills.
- Proficient in working effectively under pressure in a fast-paced environment.
- Multitasking with efficient time management with a 'Can Do Attitude'
- Proficiency in Microsoft Excel, Microsoft Word, and Microsoft PowerPoint.
- Possess problem solving skills and high attention to details.
- Can handle different P.O.S. and adapt quickly to the change
- Supply chain and Inventory control
- Flexible approach towards the tasks
- Discretion and judgement
- Communication Skills
- An ability to handle customer with ease and resolve their issues in a timely manner.
- Punctual in work and handle any assigned work with great responsibility
- Capable of handling difficult situations with patience.
- Happy to work long hours and give my best shot
- Open for feedback to constantly update and improve myself at work

**EDUCATION**

**Certificate of Global Hospitality, Conestoga College, Kitchener, ON**

**Sept 22 – Apr 23**

**Relevant Coursework:** Hospitality Law, International Accommodation Management

**Certificate of Global Business Management, Conestoga College, Kitchener, ON**

**Jan 22 – Aug 22**

**Relevant Coursework:** Project Management, Accounting and Financing

**Diploma in Brand Management, Alpha Education Institute, Auckland, NZ**

**Oct 19 – Jun 20**

**Relevant Coursework:** Strategic Brand Management, People and Organizations

**Bachelor's Degree in information technology, Gujarat Technological University**

**Aug 11 – Dec 16**

**REFERENCE: Available upon request**