

RADHIKA RADHIKA

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Professional Summary

Enthusiastic Administrative Assistant with expertise in anticipating professional needs and proactively identifying and resolving problems. Bringing proven to promote organization and availability through effective schedule development. Excellent customer service and conflict management skills.

Skills

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| <ul style="list-style-type: none">• Billing and Invoicing• Customer Engagement• Scheduling and Calendar Management• Office Supply Management• Reception Management• Multitasking• Telephone etiquette• Problem-solving abilities | <ul style="list-style-type: none">• Travel arrangements• Office Administration• Appointment Scheduling• Technical Support• Paperwork Processing• Route Management• Problem-Solving Abilities |
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Work History

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| <p>Sep 2022 - Aug 2023</p> <p>TEAM MEMBER</p> <p>TIM HORTONS - Toronto, ON</p> | <ul style="list-style-type: none">• Cash Handling• E-Commerce shopping• Grocery Clerk.• Contributed to team success by completing jobs quickly and accurately.• Kept work areas clean, organized, and safe to promote efficiency and team safety.• Worked at different stations to provide optimal coverage and meet production goals.• Trained new team members by relaying information on company procedures and safety requirements.• Increased customer satisfaction with prompt and accurate responses to inquiries, addressing concerns, and resolving |
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issues.

Nov 2021 - Aug 2022
Office Administrative
1st SOLUTION TRAVEL - SURREY, BC

- Greeted incoming visitors and customers professionally and provided friendly, knowledgeable assistance.
- Responded to inquiries from callers seeking information.
- Maintained office supplies inventory by checking stock and ordering new supplies.
- Provided clerical support to company employees by copying, faxing, and filing documents.

May 2021 - Aug 2022
Security Guard
M4 Security - Vancouver, BC

- Greeted guests professionally and courteously to cultivate a welcoming atmosphere while making safety top priority.
- Remained calm, assertive, and mindful to think critically and problem solve during stressful situations.
- Secured premises and personnel by patrolling property and monitoring surveillance equipment.
- Responded quickly to incidents and assessed active situations for security concerns.
- worked alone at work site, keeping an eye on the cameras (monitoring) and doing all the paperwork and reports after every patrol (taking rounds of the building from inside and outside every hour) and report any incident if required while on my shift. Meeting people who start working at work site early morning and prepare the desk for the next guard / concierge.

Nov 2021 - Aug 2022
Customer Service Representative
1st CHOICE APPLIANCE - Surrey, BC

- Answered constant flow of customer calls with minimal wait times.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Offered advice and assistance to customers, paying attention to special needs or wants.
- Clarified customer issues and determined root cause of problems to resolve product or service complaints.
- Managed high-stress situations effectively, maintaining professionalism under pressure while resolving disputes or conflicts.
- Contributed to sales growth by upselling products and services based on individual customer requirements.

Dec 2020 - Aug 2021
General Clerk
SAVE ON FOODS - Abbotsford, BC

- Greeted visitors and answered incoming telephone calls and assisted or directed visitors or callers to appropriate individuals or office to foster pleasant service experience.
- Processed incoming correspondence, assembled and distributed notices, letters and other materials and created and maintained files to promote efficient flow of communication.
- Completed and delivered requests for photocopying, printing, scanning or faxing and regularly maintained and serviced equipment to reduce workflow disruptions.
- Assisted staff with office supplies requests, verified receipts with orders and reconciled charges to facilitate supply inventory.

Education

Sep 2021
Associate of Arts: TRAVEL AND TOURISM
Cambrian College | Greater Sudbury, ON

- Study Abroad: GRADE 12 - Swami Vivekanand public school, Jagadhri, Haryana, India

Nov 2019
Associate of Arts: Advanced Skin and Makeup
Orane Institute of Beauty and Wellness | India

Certifications

Ontario security license
CPR and First-aid certificate
PMKVY certificate (computer skills and forklift experience related to supply chain management)
ADAHD beauty certificate

Languages

English

Full Professional

Punjabi

Professional working

Hindi

Native or Bilingual

