

## **Bhavyata Malik**

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### **Objective:**

Results-driven professional with a proven record of exceeding sales targets and fostering strong relationships with clients. Seeking to leverage my communication, negotiation, and leadership skills in a challenging administrative role, contributing to increased growth and success.

**Working Eligibility:** Full-time

**Canadian Status:** FULL TIME WORK PERMIT

### **Availability:**

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
6 AM- 6 PM	✓	✓	✓	✓	✓	✓	✓

### **Experience:**

#### **Cashier | Gino's Pizza (Pickering, Ontario, Canada)**

Dec 2023- Mar 2024

#### **Roles and responsibilities**

- Efficiently process customer orders and payments.
- Provide excellent customer service, greeting and assisting patrons.
- Maintain a clean and organized cashier area.
- Handle cash, credit card, and other payment transactions accurately.
- Collaborate with kitchen staff to ensure order accuracy and timely delivery.
- Uphold food safety and sanitation standards.
- Up sell additional items to increase sales revenue.
- Close out cash register and reconcile sales at the end of the shift

#### **Senior Administrative Assistant | Kiran Industries (Ludhiana, Punjab, India)**

Oct 2017 - Nov 2023

#### **Roles and responsibilities**

- Led a dynamic team to achieve and exceed sales targets consistently.
- Implemented strategic financial planning to optimize profitability.
- Conducted regular training sessions to enhance staff productivity and customer service skills.

- Collaborated with cross-functional teams to streamline operations and improve overall efficiency.
- Managed administrative tasks including greeting and assisting clients, answering phones and emails, collecting deposits, and providing receipts.
- Oversaw the reception area and ensured smooth operation of administrative functions.

### **Administrative Assistant | Kiran Industries (Ludhiana, Punjab, India)**

May 2013 - Sep 2017

Roles and responsibilities

- Oversaw financial activities, including budgeting, forecasting, and financial reporting.
- Developed and implemented financial policies and procedures.
- Collaborated with internal and external stakeholders to ensure smooth operations.
- Conducted risk assessments and implemented measures to mitigate.
- Handled administrative duties such as receiving and reviewing brokerage commission invoices, following up on bounced checks, and providing pre-sales and post-sales service.

### **Assistant Manager | HDFC Bank Ludhiana, Punjab, India**

June 2011 - April 2013

Roles and responsibilities

- Delegate tasks effectively and ensure the team meets performance targets.
- Manage daily branch operations, including cash handling, transactions, and account maintenance.
- Ensure compliance with banking regulations, policies, and procedures.
- Monitor and implement security measures to safeguard the bank's assets.
- Drive branch sales goals by promoting banking products and services.
- Identify opportunities for cross-selling and up-selling financial products.
- Develop and maintain relationships with existing and potential clients.
- Perform administrative duties including data collection and updating of monthly reports.

### **Education:**

#### **Bachelor of Commerce**

Panjab University, India (August 2006 - June 2009)

#### **Master of Business Administration in Finance,**

Punjab Technical University, India (August 2009 - May 2011)

### **Strengths:**

- Effective communicator, skilled in presenting complex concepts in straightforward ways.
- Experienced in time management, establishing priorities, and complying with deadlines.
- Able to plan and prioritize tasks and workload to meet deadlines.
- Collaborative team player who supports others towards achieving team goals.

### **Skills:**

Communication Skills, Active Listening, Customer Service, Accurate Money handling, Time Management, Relationship Building, Self-Motivation, Sales Associate, Microsoft Excel, PowerPoint, Google Analytics, Microsoft Word, Outlook.

Languages:

English (Fluent), Hindi (Fluent), Punjabi (Fluent)