

# Jay Mehta

## PROFESSIONAL SUMMARY

Adaptable professional with proven experience in delivering exceptional results across various roles. Skilled in communication, problem-solving, and teamwork. Quick learner with a strong work ethic, ready to excel in dynamic environments. Committed to contributing value and driving success.

## WORK EXPERIENCE

### Dairy Associate

Sept 2024 - Present

Walmart

Kitchener, ON

- **Customer Service:** Help Customers Find Products, Answer Questions, And Handle Returns To Ensure A Positive Shopping Experience.
- **Stocking:** Keep Dairy Department Fully Stocked By Rotating Products, Checking Expiration Dates, And Removing Expired Items.
- **Merchandise Presentation:** Maintain Neat Product Displays With Accurate Pricing And Clear Signage To Attract Customers.
- **Cleaning:** Keep All Work Areas Clean, Organized, And Free Of Debris Through Regular Sweeping, Wiping, And Trash Removal.

### Customer Service Executive

Sept 2023 - Feb 2024

Ras Media

Ahmedabad, India

- Managed Customer Inquiries And Maintained Detailed Interaction Records
- Generated Performance Reports And Maintained Customer Database
- Achieved Consistent Customer Satisfaction Targets

### Customer Service Representative

May 2023 - Oct 2023

Cafe Coffee Day

Ahmedabad, India

- Delivered Exceptional Customer Service While Maintaining Organized Workspaces
- Collaborated With Team Members To Ensure Smooth Daily Operations
- Processed Transactions Accurately Using POS System

## SKILLS

- Technical: Microsoft Office Suite (Word, Outlook, SharePoint, Teams),
- Retail: Visual Merchandising, Inventory Management, Point-Of-Sale Systems,
- Professional: Customer Service, Time Management, Problem-Solving.
- Communication: Verbal Communication, Team Collaboration, Customer Relations.

## PROJECTS

Water-On-Way

- Developed An Online Booking System For Water Jug Delivery, Reducing Scheduling Time By 40% And Increasing Customer Satisfaction By 30%. Enabled Seamless Online Payments, Resulting In A 25% Increase In Repeat Orders.

Couple-Fun-Time

- Designed The Couple Fun Hub, A Web Application That Increased User Engagement By 50%. Introduced 15+ Interactive Activities, Leading To A 35% Improvement In User Retention Rates.

## EDUCATION

### Diploma In Web Development

Sept 2024 - Present

Conestoga College

Kitchener, ON

### Bachelor's In Computer Science In Computer Applications

Sept 2021 - May 2024

Gujarat University

Ahmedabad, India

## ADDITIONAL INFORMATION

Work Authorization: Eligible To Work On Campus And Off Campus

Availability: Full Availability Saturday-Monday, Flexible Tuesday-Friday