

Ishan Gupta

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HIGHLIGHT OF SKILLS AND ACHIEVEMENTS

- **Retail Management & Customer Service:** Over two years of experience managing store operations, optimizing product flow, and enhancing customer experiences. Proven ability to handle cash transactions, inventory, and staffing to maintain store profitability and efficiency.
- **Leadership & Cross-Functional Collaboration:** Skilled in leading teams, managing staffing schedules, and motivating employees. Supported hiring and training at Central General Store and effectively collaborated with cross-functional teams at Experian to achieve business goals.
- **Multilingual Communication:** Fluent in English, Hindi, Marathi, Gujarati, and Punjabi, enabling effective communication with a diverse range of customers.
- **Independent Work and Initiative:** Proven track record of taking initiative, managing daily operations at Harmony Variety Store, and handling tasks independently to ensure efficient store operations.
- **Flexible and Hard Worker, Multitasking:** Strong work ethic and ability to manage multiple tasks simultaneously, ensuring timely completion of projects.
- **Time Management:** Effective time management skills, prioritizing tasks to meet deadlines. Experienced in reviewing and evaluating administrative procedures.

RELATED EXPERIENCE

Store Supervisor

Nov 2024 - Present

Shoppers Drug Mart, Whitby, Ontario.

- Trained, guided, and supervised cashier and merchandising staff to ensure compliance with store policies and operational procedures.
- Resolved customer inquiries and issues, upheld loss prevention standards, and managed daily cash inventory and tracking procedures.
- Maintained organized product displays, ensured adherence to health and safety standards, and performed clerical, banking, and cashier duties as needed.

Store Supervisor

Feb 2021 - Nov 2022

Central General Store, Mumbai, India.

- Assisted in managing human, physical, and financial resources to meet store objectives, including staffing and labour scheduling.

- Maintained store standards to optimize customer experience and drive profitability, ensuring smooth product flow from backroom to sales floor.
- Supported hiring, training, and wage administration while motivating staff through effective leadership and mentorship.
- Controlled inventory and operational expenses through strategic decision-making and planning.

Material handler

May 2023 - Nov 2024

Sobeys, Whitby, Ontario.

- Co-ordinated Assembled and loaded customer orders onto delivery vehicles, ensuring proper sequence as per trip sheets, and documented received merchandise for accurate inventory management.
- Maintained cleanliness and safety standards by following company safety rules, using personal protective equipment, and exercising good housekeeping practices.
- Handled merchandise carefully, placing returned items in stock, moving damaged products to the recoup area, and reporting equipment malfunctions to supervisors.

ADDITIONAL EXPERIENCE

Digital sales consultant

Oct 2018 - Dec 2019

Experian India, Mumbai, India.

Led digital consulting for clients like Maruti Suzuki and Citibank, optimizing customer journeys and enhancing user experiences. Collaborated with cross-functional teams, created multimedia content, and developed customized digital journeys using tools like Marvel and PowerPoint.

Marketing and sales executive

Oct 2016 - Aug 2017

Bravo Dreams financial service, Mumbai, India.

Conducted client outreach and sales presentations, clearly communicating product features and benefits. Managed customer appointments and inquiries, provided personalized assistance, and contributed to meeting sales targets in a competitive environment.

EDUCATION

Interactive Media Design - Post Graduate Diploma

Present

Durham College, Oshawa, Ontario.