

Medhav Dave

Assistant Manager



Victoria, BC, V9A1L6



1-705-918-3854



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Proactive manager with demonstrated leadership abilities, strategic planning expertise and problem-solving acumen. Assists senior managers with accomplishing demanding targets by encouraging staff and coordinating resources. Methodical and well-organized in optimizing coverage to meet operational demands.



Skills

Employee performance evaluations

Recruiting and interviewing

Staff supervision

Staff Management

Business administration

Employee scheduling



Work History

2022-04 - Current

Assistant Manager

Sunglass Hut, Victoria, BC

- *Strengthened merchandising and promotional strategies to drive customer engagement and boost sales.*
- *Helped with planning schedules and delegating assignments to meet coverage and service demands.*
- *Monitored cash intake and deposit records, increasing accuracy and reducing discrepancies.*
- *Conducted weekly staff meetings to motivate staff members, address concerns and questions, plan improvements and evaluate progress toward goals.*
- *Determined required job seeker qualifications for potential interviews by reviewing and evaluating resume and application information.*
- *Handled up to 100 Customers every day*
- *Completed regular inventory counts to verify stock levels, address discrepancies and forecast future needs.*

2019-12 - 2022-12

Customer Service Manager

Walmart, Victoria, BC

- Introduced higher standards for customer service and increased efficiency by streamlining operations.
- Supervised employees and assessed performances to determine training needs and define accurate plans for decreasing process lags.
- Resolved customer complaints while prioritizing customer satisfaction and loyalty.
- Took ownership of customer issues and followed problems through to resolution.
- Collected customer feedback and made process changes to exceed customer satisfaction goals.
- Assisted around 20 associates everyday

2021-10 - 2022-04

Store Support Manager

Whole Foods, Victoria, BC

- Interacted well with customers to build connections and nurture relationships.
- Delivered business strategy and developed systems and procedures to improve operational quality and team efficiency.
- Used accounting software to prepare weekly and monthly financial reports.
- Reconciled account information and reported figures in general ledger by comparing them to bank account statements each month.
- Maintained accurate and complete documentation to facilitate accounting and filing functions.
- Recorded deposits, reconciled monthly bank accounts and tracked expenses.
- Managed over 150 customers on floor.

2021-06 - 2021-10

Warehouse Lead

Intercom, Greater Sudbury, ON

- Used hand-held scanners and physical logs to accurately track item movements.
- Managed day-to-day operations of a warehouse, freight and parcel shipments, returns and transfers.
- Loaded, unloaded and sorted cargo as part of accurate and efficient weekly shipments.
- Followed verbal and written instructions to properly move and ship products.
- Double-checked records, daily reports and inventory transactions to identify and correct variances.



Education

2019-09 - 2021-05

Associate of Science: Automotive Service Technician And Operations

Cambrian College of Applied Arts And Technology - Greater Sudbury, ON