

Professional Summary

Customer-focused and adaptable professional with experience in customer relations, food service management, retail operations, and sales. Proven ability to resolve customer issues, manage high-volume interactions, and maintain accuracy in fast-paced environments. Strong communication, leadership, and problem-solving skills, supported by a background in computer science. Dedicated to delivering excellent service and building positive relationships with customers and clients.

Experience

Shift Manager / Customer Service Lead

Wingstop - Maryland | September 2025 - Present

- * Lead daily store operations, including opening/closing procedures, cash handling, and staff coordination.
- * Deliver fast, friendly customer service while managing front-counter operations and order accuracy.
- * Resolve customer complaints and concerns professionally, ensuring a positive experience.
- * Train and guide new employees on customer service, food safety, and store procedures.
- * Maintain a clean, organized, and safe environment across all service areas.
- * Manage high-volume rush periods by delegating tasks and maintaining smooth workflow.
- * Operate POS systems, process payments accurately, and complete end-of-shift cash counts.

Marketing & Sales Associate

Devata Groups - Chennai, India | 2023-2024

- * Assisted customers with product inquiries, purchases, and service needs, ensuring a smooth and positive experience.
- * Resolved issues between customers and the company by identifying concerns and providing effective solutions.
- * Supported marketing initiatives by promoting products, engaging with customers, and gathering feedback.
- * Collaborated with the sales team to meet targets and maintain strong customer relationships.
- * Documented customer interactions and followed up on pending issues to ensure full resolution.
- * Demonstrated strong communication, negotiation, and problem-solving skills with diverse clients.

Customer Relations Officer

Ski Industry - Chennai, India | 2022-2023

- * Served as the primary point of contact for customers, assisting with inquiries, bookings, and service requests.
- * Resolved customer concerns professionally, ensuring satisfaction and repeat business.
- * Provided detailed information about services, pricing, and safety guidelines.
- * Coordinated with internal teams to ensure smooth operations and timely service delivery.
- * Maintained accurate records of customer interactions and supported administrative tasks.
- * Delivered strong communication and problem-solving support to diverse customers, including tourists.

Experience (continued)

Produce Associate

Stop & Shop - New Jersey | March-September 2025 (Part-Time)

- * Maintained a clean, organized, and visually appealing produce department through effective merchandising and shelf rotation.
- * Ensured product quality by identifying and removing spoiled or expired items.
- * Prepared fresh-cut fruit and salads with accuracy and adherence to food safety standards.
- * Assisted customers with product questions and provided friendly, helpful service.
- * Supported team operations by maintaining department cleanliness and following company guidelines.

Activities Aide

Family of Caring Nursing Home - New Jersey | March-September 2025 (Part-Time)

- * Planned and led engaging activities that supported residents' emotional, social, and cognitive well-being.
- * Customized activities to match individual interests and abilities, creating meaningful experiences.
- * Provided compassionate support, encouragement, and companionship to residents.
- * Helped build a positive community atmosphere through group events and celebrations.
- * Collaborated with caregivers to maintain a warm, resident-focused environment.

Education

High School Diploma - Computer Science Focus

Everwin Vidhyashram, Chennai, India

- * Completed coursework in programming, logic, and foundational technology skills.

Skills

Customer Service & Communication; Conflict Resolution; Cash Handling & POS Systems; Leadership & Training; Sales & Marketing Support; Customer Relations; Visual Merchandising; Activity Planning & Engagement; Quality Control & Food Safety; Team Collaboration; Time Management & Organization