

Srishti

BANK TELLER: – Customer Service, Client Relations and Interpersonal Skills

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SKILLS

- **Customer Support Tools:** CRM systems such as Zendesk and Salesforce for case tracking and service optimization.
- **Productivity Software:** Office Productivity tools & Google Workspace for documentation & Stakeholder Reporting.
- **Administrative Systems:** Time Optimization, calendar management, and clerical software for daily operations.
- **Project Management:** Experienced Agile, Scrum, Waterfall methodologies for team coordination & task execution.
- **Workload Distribution:** Digital planning, resource management tools to manage & optimize team productivity.

WORK EXPERIENCE

Security Professional

June 2024 – Present

Allied Universal

Ontario

- Enforced standardized security protocols across 3+ high-traffic commercial locations while guiding visitor flow and optimizing biometric access control systems, RFID systems, and facility access audits, improving operations by 25%.
- Investigated, recorded, and archived 40+ critical incidents monthly using integrated digital incident management platforms and surveillance analytics, ensuring 100% adherence to regulatory audit and compliance verification metrics.
- Processed 60+ client inquiries & incident escalations weekly via centralized command systems, maintaining SLA-aligned service records with verified 95% resolution rate through structured KPI tracking and incident de-escalation protocols.
- Executed multi-site shift transitions leveraging threat assessments, incident escalation matrix, workload distribution frameworks, utilizing resource deployment algorithms to enhance emergency response evaluation metrics by 20%.
- Developed and maintained rapport with over 100 repeat visitors using advanced identification protocols and behavioral recognition patterns, improving situational awareness metrics and trust-based access validation reliability by 30%.

Customer Service Representative

December 2022 – May 2024

Cheese Boutique

Ontario

- Processed and executed 80+ custom menu orders weekly using POS (Point of Sale), inventory tracking systems, and kitchen display systems, ensuring alignment with specific dietary protocols and reducing preparation errors by 15%.
- Resolved 100+ customer inquiries monthly through structured escalation matrices, closed-loop feedback mechanisms, and AI-driven CRM software, utilizing data analytics and automation tools, increasing issue resolution rate by 35%.
- Drafted and relayed standardized communication scripts integrated with cross-platform collaboration tools (like Slack, Microsoft Teams), enhancing response clarity, knowledge transfer, and cross-functional operational flow by 20%.
- Streamlined shift-based workflows using Gantt charts, Kanban boards, and digital task management platforms in coordination with 8+ team members, improving product readiness and reducing queue time by 25%.
- Maintained regulatory compliance across product labeling, allergen verification, HACCP (Hazard Analysis & Critical Control Points) protocols, digital order documentation, results zero discrepancies during quarterly food safety audits.

Email Quality Assurance

October 2021 – October 2022

Arcelius Consulting

Ontario

- Audited 100+ Salesforce Marketing Cloud campaigns monthly for branding consistency, digital asset optimization, performance benchmarking, and conversion rate analysis, reducing copy errors and mis-alignments by 20%.
- Verified email components for grammar, HTML5/CSS3 formatting, WCAG accessibility compliance, and cross-browser compatibility, improving readability metrics, cross-device responsiveness, mobile optimization, and user experience 30%.
- Interpreted campaign analytics from A/B test cohorts, utilizing customer segmentation strategies, conversion funnel analysis, multivariate testing, boosting click-through rates 15% through targeted design iteration recommendations.
- Standardized QA processes across internal teams using JIRA workflows, Agile sprint methodologies, automated testing frameworks, and continuous integration (CI) pipelines, reducing ticket turnaround time and feedback loops by 25%.
- Coordinated deliverable tracking with 4+ departments using centralized dashboards, collaborative project management tools, and real-time Gantt charts, ensuring timeline compliance, task allocation, and cross-functional transparency.

Security Professional

April 2020 – January 2024

Allied Universal

Ontario

- Directed secure access for 200+ daily guests using checkpoint systems, biometric ID verification, access control protocols, multi-factor authentication, encrypted data transmission, secure session management, improving throughput 40%.
- Managed 50+ safety concerns monthly using structured de-escalation techniques, situational risk analysis, predictive threat modeling, automated risk assessment tools, real-time data analytics, minimizing incident escalation rates 30%.
- Responded to emergency alerts and completed 100+ incident reports, improving event traceability, threat categorization documentation accuracy, and compliance with regulatory frameworks and security standards (like ISO 27001).
- Monitored surveillance feeds, incident triggers, and sensor data, conducting on-site threat assessments using AI-based anomaly detection systems and machine learning algorithms that improved response readiness scores by 25%.
- Recorded and submitted detailed occurrence logs using incident management software (like ServiceNow), reducing follow-up time on unresolved cases by 20% through real-time incident reporting, data analytics, and trend analysis.

EDUCATION

Diploma in Business Administration and Management

January 2020 – April 2021

Seneca College, Ontario