

# Shiva Gupta

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## **PROFESSIONAL SUMMARY**

Dedicated and results-driven **Customer Service Supervisor** with over 4 years of experience delivering exceptional front-line service, resolving customer concerns efficiently, and ensuring smooth administrative operations. Proven ability to lead teams, manage fast-paced environments, and enhance customer satisfaction. Fluent in English, Hindi, and Punjabi, with a strong understanding of cultural diversity and inclusive service delivery.

## **CORE SKILLS**

- Front Desk & Reception Management
- Team Leadership & Supervision
- Conflict Resolution & Problem Solving
- Verbal & Written Communication
- Customer Experience Optimization
- Cash Handling & POS Operations
- Microsoft Office & SAP Software
- Time Management & Scheduling
- Bilingual Communication (English, Hindi, Punjabi)

## **PROFESSIONAL EXPERIENCE**

### **Customer Service Supervisor**

**Food Asia Indian Grocery Store – Brampton, ON**

**January 2025 – Present**

- Supervise front-desk staff including cashiers and customer service reps to ensure seamless store operations.
- Address escalated customer issues professionally, ensuring high satisfaction and loyalty.
- Train and mentor new staff on service protocols, POS system, and safety procedures.
- Manage daily scheduling, staff breaks, and peak hour optimization.
- Maintain a clean, organized, and welcoming front-desk environment adhering to all health and safety standards.
- Collaborate with store management to streamline operations and resolve operational concerns.

### **Customer Service Executive**

**Prevest DenPro Limited – Jammu, India**

**July 2021 – December 2024**

- Handled customer inquiries and provided accurate product/service information across channels.
- Maintained detailed records of interactions and coordinated with internal departments for issue resolution.
- Ensured customer satisfaction by providing timely updates and follow-ups on requests.
- Supported documentation and order processing in SAP software.

## **EDUCATION**

Bachelor of Commerce (B.Com)

2013

Amity University – Gurugram, Haryana, India

*References available on request*