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# SUMIT JINDAL

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Halifax, Nova Scotia, Canada (B3J 2K9)

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## OBJECTIVE

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Detail-oriented and customer-focused professional with experience in administrative support, inventory coordination, and front-line customer service. Seeking to contribute to the Provincial Drug Distribution Program by ensuring accurate order processing, efficient communication, and excellent service to internal and external stakeholders.

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## CORE COMPETENCIES

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- Order processing & data entry (fax, email, phone)
  - Inventory control & supply tracking
  - Customer inquiry handling & issue resolution
  - Warehouse Management System familiarity
  - Proficient in Microsoft Office (Word, Excel, Outlook)
  - Planning, organization, and attention to detail.
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## TECHNICAL SKILLS

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**Advanced Excel:** PivotTables, lookups, data cleansing, charting

**Presentation:** PowerPoint storyboarding, template design, infographic creation

**Database & Reporting:** Basic SQL, MS Access; experience compiling data extracts

**Other:** ServiceNow ticketing; JIRA issue tracking; Python (pandas) for exploratory analysis

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## WORK EXPERIENCE

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**Customer service representative | Hertz** (January 2025 - Ongoing)

- Manage bookings, returns, and payments with accuracy in a fast-paced environment.
- Respond to customer inquiries via phone, email, and in-person, ensuring timely resolution.
- Maintain accurate records and process transactions efficiently.

**Shift Manager | Burger King** (September 2024 - March 2025)

- Oversaw bulk food deliveries and managed inventory unloading and storage using FIFO.
- Maintained food-safe workspaces and trained staff in hygiene and safety compliance.
- Coordinated tray setups and ensured accurate order fulfillment.

**Sales Associate | Novalink Marketing** (May 2024 - August 2024)

- Talked with 50+ customers weekly, answering questions and closing sales.
- Went door-to-door promoting TV, Internet, and Mobile plans.
- Explained bundles and pricing clearly to help people choose the right plan.

**Accounting Assistant | SMUSA** (May 2023 – April 2024)

- Created and closed 200+ ServiceNow support tickets per term for staff and students.
  - Maintained supply records and prepared documentation to improve tracking accuracy.
  - Provided timely follow-ups to ensure issues were fully resolved.
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## EDUCATION

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**Saint Mary's University**

(2022-2025)

**Bachelor's in computer science and business**

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## CERTIFICATIONS

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- CPR & First Aid
  - PL 300 (Power Bi)
  - Microsoft MD-100: Windows 10
  - Java Programming certificate (Codecademy)
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## VOLUNTEER EXPERIENCE

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### **President | SMU Desi Society**

- Lead and organize cultural, social, and community-building events to promote cultural diversity and inclusivity on campus.

### **Director of Technology | SMU Investment Society**

- Created user guides and FAQs for the SMU Investment Society website.

### **Director of Finance | SMU Indian Society**

- Managed financial records and transactions.

### **Innovation Sprints | Arthur L. Entrepreneur Center**

- Collaborated with a cross-disciplinary team to identify process bottlenecks and propose data-driven solutions for a local SME.