**Vishnu Vikneswaran**

72, Knotwood Crescent | [vishnuviknesh31@gmail.com](mailto:vishnuviknesh31@gmail.com)

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**Office Administration**

Microsoft Office | Analytical | Verbal and written communication

**Summary of Qualifications**

* 2+ years of Office Administration experience in an office environment.
* 3+ years of customer service experience in retail and restaurant environments.
* Experience operating a cash register to process cash, debit, and credit transactions efficiently.
* Strong communication and conflict resolution skills to handle challenging customers.
* Organized and dependable candidate successful at managing multiple priorities with a positive attitude.
* Willingness to take on added responsibilities to meet team goals.
* Computer Skills: Microsoft Office Suite, Adobe Photoshop, In Design; typing speed of 60 WPM.
* Languages: English, Tamil, Sinhala.

**Education**

**Office Administration Executive** Sept. 2022 - *April 2024*

Centennial College, Toronto, ON

* *Relevant courses:*

*Integrated Software Apps Executive Office Procedures 2*

*Computerized Bookkeeping Accounting Fundamentals 1*

*Document Production COMM 171*

**Other Work Experience** *(Work and/or Volunteer)*

**Office Administration Assistant (Field Placement)** January 25 – April 19

ReSolve Support Services – 10 Milner Business Court

* *Coordinating team communications and facilitating staff consultations.*
* *Managing office supplies, including ordering, stocking, and inventory management.*
* *Organizing daily operations and ensuring smooth workflow.*
* *Maintaining manual and computerized information filing systems.*
* *Handling incoming and outgoing mail, including sorting and distribution.*
* *Recording and preparing minutes of meetings, seminars, and conferences.*

**Warehouse Team Member** (Seasonal)June 2021 – April 2022

Amazon – Markham, ON

* *Scanned items into bins for customer orders Packaged Items to proceed to shipping.*
* *Count items in bins to correct employee errors to correct them.*
* *Stow scanners into bins for customer orders - Receive items for employees to process into the system - Pack package items for shipping - Packer Skills Used Fast-paced.*
* *Assisted in shipping and receiving, unloading trucks, checking in merchandise, and receiving, storing, and distributing material, tools, equipment, and products.*
* *Stowed products on warehouse shelves as part of the Amazon order fulfillment process.*

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**Customer Service Associate / Cashier** (Part-time)May 2022 – December 2023

OLG Lottery – Walmart Canada, Scarborough, ON

* *Assist customers to complete purchases, locate items and join reward programs.*
* *Operate cash register to process cash, debit, and credit card transactions with accuracy levels.*
* *Restock and organize merchandise in front lanes.*
* *Work flexible schedules and extra shifts to meet business needs.*

**Customer Service Associate / Server** (Part-time)March 2021 – July 2021

Five Spices Restaurant – Scarborough, ON

* *Maintained detailed knowledge of specials and currently available items to provide guests with informative menu descriptions.*
* *Participated in dining room side work such as refilling condiment bottles, preparing a menu, and arranging silverware packages.*
* *Performed dining room sanitation tasks such as spill cleanup, table sterilization and removal of apparent waste or refuse.*
* *Sustained calm and congenial manners during communications with dissatisfied guests, directing disgruntled clients to appropriate managers.*

***Weak Example:*** *Limited experience in a nonessential skill.*

***Strong Example:*** *Creative.*

**Professional development and certificates**

**Microsoft Specialist (Word, Excel) Certificates** March 2023

Centennial College – Toronto, ON

**First Aid & CPR (Level C) Certificate** November 2022

Coast2Coast First Aid/CPR – Toronto, ON