**SHIVAM RAHEJA**

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Performance-driven professional with strong leadership and communication skills, seeking a challenging opportunity in Office Administration.

**SUMMARY OF QUALIFICATION**

* Ambitious, result-oriented, innovative, self-motivated and dedicated professional with more than 2 years of proven Customer Service and Retail/Sales experience.
* Completed Shell Retail trainings related to Compliance, Marketing & Sales.
* Demonstrated ability to work both independently and within a team environment.
* Capable of acquiring and applying new skills in a quick and accurate manner.
* Attention to details, quick learner with strong troubleshooting and problem solving skills.
* Hands-on individual and dedicated to meeting deadlines.
* Ability to prioritize and multi-task in a fast paced environment.
* Strong interpersonal and communications skills; fluent in English, Punjabi, and Hindi.
* Proficient in MS Office Suite (Word, PowerPoint, Excel).

**EDUCATION**

**Global Business Management Post Graduate Certificate 2014 – 2016**

Centennial College, Toronto, ON

**Bachelor of Commerce 2010 – 2013**

University of Delhi, New Delhi, India

**WORK EXPERIENCE**

**Office Clerk (Document and File Management) Jan 2025- Present**

**Riches, Mc Kenzie & Herbert LLP (Intellactual Property Law Firm), Toronto, ON**

* Using computers and word processing software
* Developing and maintaining good relationships with customers and other staff members
* Handling the office's official phone lines, answering incoming calls, and making outgoing calls
* Fielding office correspondence, often receiving incoming mail and distributing them to their addressees
* Preparing legal documents from CIPO and USPTO website.
* Coordinate corporate filings and manage client communications

**Account Associate (Data Entry and Scanning) Feb 2022-Oct 2024**

**Xerox Canada Ltd, Scarborough, ON**

* Ensuring appropriate turnaround time on all data entry.
* Reviewing and entering data information into the appropriate databases.
* Proactively verifying data through source documents.
* Monitoring and updating existing data when required.
* Retrieving data for team members upon request.
* Performing data searches.
* Complying with security backups and regular checkups to ensure the safety of the data being stored.

**Data Entry Associate (Data Digitization and Scanning)**

**Nimble Information Strategies, Markham, ON** **Mar 2019- Oct 2021**

* Maintained database of the documents to be scan and digitize.
* Prepared source data for computer entry by compiling and sorting information.
* Operated IBML, Kodak and OPEX Scanners for scanning documents.
* Identified workflow/system improvements and worked with supervisor and operations team to enact change.
* Maintained and Reported records of the documents scanned to Team manager.
* Ensured documents scanned are according to the Quality guidelines of the company.

**Customer Service Representative** **Jun 2017 – Mar 2019**

**Shell Canada Gas Station, Toronto, ON**

* Processed credit and debit payments and maintained records of such transactions.
* Handled customers’ concerns, queries and requests in a professional manner
* Kept track of stock inventory and processed orders if needed.
* Maintained inventory reports and product shortages.
* Generated sales, return sales and defective products.
* Trained, motivated and provided continuous support new sales staff.
* Performed sales task and handled after sales inquiries.
* Conducted safety checks and training to ensure a safe work environment.

**In Store Event Specialist (Part Time) Sep 2014 – Dec 2016**

**Cross Mark Inc., Toronto, ON**

* Promoted and marketed products to various retail stores across Ontario.
* Offered food samples to customers and converted them in to sales.
* Educated customers about various deals and offered them discount coupons.
* Followed budget and maintained records of the expenses incurred during the event.
* Proactively intercepted, engaged, interacted, and sold products to the consumer.

**References Available upon Request**