

UMESH GARG

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SUMMARY

Highly motivated and results-oriented Operations and Team Management Professional with experience in both retail and logistics environments. Skilled in leading teams, optimizing operations, and delivering exceptional customer service. Possesses a strong technical background with a Cloud Computing certificate.

SKILLS

Leadership & Management:

- Team development and coaching
- Delegation and prioritization of tasks
- Conflict resolution and problem-solving
- Performance management and employee motivation

Operations Management:

- Inventory control and logistics coordination
- Streamlining processes for efficiency
- Data analysis and reporting for insightful decision-making
- Maintaining a safe and compliant work environment

Customer Service:

- Building positive relationships and exceeding customer expectations
- Effectively resolving customer inquiries and complaints

Technical Skills:

- Proficient in cash register operation and point-of-sale systems
- Utilizing computer software for operations management and reporting

Soft Skills:

- Excellent communication (written and verbal)
- Strong organizational and time management skills
- Adaptability and ability to thrive in fast-paced environments
- Detail-oriented with a commitment to accuracy

WORK EXPERIENCE

Team Lead | Dollarama | Stettler, AB (Sep 2023 - Present)

Responsibilities:

- **Team Management:** Supervised and coordinated store staff, assigned duties, and resolved customer inquiries.

- **Operations:** Managed daily store operations, operated cash registers, and ensured store cleanliness.
- **Merchandising:** Arranged and presented products, maintained inventory, and assisted with merchandising activities.
- **Training:** Trained new and current employees on store processes.
- **Safety:** Ensured employees worked safely and followed health and safety procedures

Operations Coordinator | TForce Logistics | Markham, ON (Feb 2022 - Aug 2023)

Responsibilities:

- **Team Leadership:** Lead owner operators and temporary workers.
- **Operations:** Built reports, managed shipment flow, tracked warehouse activities, and ensured quality customer service.

EDUCATION

Master's Degree in Information Technology

Punjabi University Patiala

August 2019 - May 2021

Bachelor's Degree in Computer Application

Punjabi University Patiala

August 2016 - May 2019

Ontario College Graduate Certificate in Cloud Computing

Loyalist College, Toronto

May 2021 - December 2022

CERTIFICATION

Standard First Aid

Standard First Aid & CPR/AED level A (BL)
CSA Std. Z1210-17

April 2023 – April 2026