

UMESH GARG

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SUMMARY

Highly motivated and results-oriented Operations and Team Management Professional with experience in retail, logistics and IT 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

Assistant Store Manager | Dollarama | Stettler, AB (June 2025 - Present)

Responsibilities:

- **Team Leadership & Development:** Supervised, coordinated, and supported a team of retail associates, assigning duties and providing continuous feedback to ensure high performance.
- **Development:** Trained new and existing employees on store operations, product knowledge, and customer service standards, fostering a collaborative work environment.
- **Store Operations Management:** Lead daily store operations, overseeing cash register transactions, and maintaining overall store cleanliness and organization. Acted as the Manager on Duty in the Store Manager's absence, ensuring operational continuity and resolving any escalated issues.

Team Lead | Dollarama | Stettler, AB (November 2023 – June 2025)

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, India August 2019 - May 2021

Bachelor's Degree in Computer Application

Punjabi University Patiala, India August 2016 - May 2019

Ontario College Graduate Certificate in Cloud Computing

Loyalist College, Toronto, Canada May 2021 - December 2022

CERTIFICATION

Standard First Aid

Standard First Aid & CPR/AED level A (BL)
CSA Std. Z1210-17 April 2023 – April 2026