HIMANI

RETAIL BANKER – Digital Banking Tools, Customer Service Support, Data Accuracy & Verification

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SKILLS

- **Customer Platforms**: POS systems, CRM tools, digital onboarding, and biometric ID verification support.
- **Banking Tools**: Core banking software, transaction processing, account reconciliation, and KYC compliance.
- **Office Applications**: Google Workspace, MS Office, data entry tools, and spreadsheet-based cash tracking.
- **Programming Languages**: HTML, CSS, JavaScript for responsive design & ATM interface compatibility testing.

WORK EXPERIENCE

Customer Service Associate   **September 2024 – February 2025**
Walmart   *Ontario*

- Executed 100+ POS transactions weekly with zero variances recorded, applying fraud detection protocols and cash control procedures to maintain operational integrity and reduce transactional errors by 35% across shifts.
- Coordinated onboarding for 5 new associates monthly, delivering procedural walkthroughs and system orientation, increasing team integration speed by 40% and reducing training escalations by 25% across departments.
- Resolved 60+ customer issues monthly using escalation matrices and procedural documentation, achieving 98% resolution rate and reducing supervisor intervention frequency by 30% across service desk operations.

Crew Member   **September 2023 – August 2024**
McDonald's   *Ontario*

- Delivered service to 200+ customers daily, executing order accuracy protocols and queue management strategies, reducing wait times by 25% and increasing throughout by 30% during peak hours using throughput modeling.
- Processed 150+ cash transactions per shift with zero discrepancies, applying reconciliation procedures & variance tracking, improving register accuracy by 40% & reducing audit flags in weekly reports using ledger validation.
- Facilitated shift coordination across 3 operational zones, aligning task distribution & workflow pacing, increasing inter-zone communication efficiency by 35% & reducing task redundancy by 20% via operational benchmarking.

Office Administrator   **July 2021 – August 2023**
BB Computer Institute   *Punjab*

- Managed 300+ client records using structured data entry workflows & compliance protocols, increasing database accuracy 45% & reducing retrieval workloads by 30% across administrative operations using relational indexing.
- Scheduled 50+ appointments weekly using multi-channel coordination and digital calendar systems, improving client engagement rates by 40% and reducing missed follow-ups by 25% through synchronized scheduling.
- Guided 100+ users through digital forms and online portals, applying instructional walkthroughs & interface navigation support, increasing form completion accuracy by 35% & reducing support tickets via usability testing.

PROJECT EXPERIENCE

Responsive Online Bookstore Web Application
Front and Backend Developer

- Engineered full-stack bookstore platform using REST APIs, reducing page latency by 35% across browsers.
- Integrated MongoDB with secure session logic, improving CRUD response time by 40% across user actions.

SAP HRIS - Employee Data & Workflow Management
HRIS Coordinator

- Simulated HR workflows using SAP modules, reducing data update cycle time by 30% across mock processes.
- Analyzed HR reports to identify trends, improving decision-making accuracy by 45% across evaluations.

Workplace Health & Safety Compliance Assessment
Health & Safety Coordinator

- Conducted mock audits using compliance matrices, identifying 20+ hazards and reducing risk exposure 50%.
- Drafted safety reports with corrective actions, improving policy alignment accuracy by 35% across teams.

EDUCATION

Postgraduate Diploma in Human Resources Management   September 2024 – April 2025
Conestoga College, Ontario
Diploma in Web Development   September 2023 – April 2024
Conestoga College, Ontario
Bachelor of Science (Non-Medical)   July 2018 – July 2021
Panjab University, India

CERTIFICATIONS

- **IFIC - Pursuing**