

Shubham Mittal

RETAIL SUPERVISOR - Sales , Leadership & Team Management

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SKILLS

- **Store Operations:** Staff supervision, task assignment, shift Planning , opening procedures, floor coordination.
- **POS & Cash Management:** Register operations, cash reconciliation, audit trail reviews, transaction processing.
- **Inventory & Merchandising:** Stock Flow, restocking, shrinkage control, supply management, inventory audits.
- **Client Support & Compliance:** Return processing, complaint handling, loyalty system , safety compliance.
- **Sales Reporting & Onboarding:** KPI analysis, sales reporting, promotion tracking, forecasting, Team Coaching.

WORK EXPERIENCE

Customer Service Representative

September 2023 – Present

Metro Ontario Inc.

Oakville

- Aided customers with inquiries, returns, and product issues, enhancing customer satisfaction and improving issue resolution time by 25%. Applied POS systems, inventory databases to track resolve customer interactions expertly.
- Processed transactions including lottery, gift cards, liquor sales full, achieving a 99.9% error-free transaction rate. Maintained compliance with retail POS protocols, and reconciliation processes to ensure transaction integrity.
- Balanced cash drawers, planned lost and found items, documented customer feedback, reducing cash discrepancies by 15%. Performed cash reconciliation, and generated financial compliance reports to maintain accurate records.
- Employed point-of-sale systems and retail management software, increasing processing speed by 20%. Operated data entry, generated sales indicators using retail analytics tools for operational efficiency and transactional accuracy.
- Executed loss prevention initiatives and store safety measures, reducing stock discrepancies by 18%. Assisted in training of new cashiers, store cleaning and safety measures with compliance to retail protocols, and operational checklists.

Assistant Manager – Personal Banker

March 2023 – June 2023

HDFC BANK LIMITED

India

- Fixed day-to-day branch operations ensuring compliance and audit guidelines. Implemented regulatory compliance software, and regulated periodic risk assessments to mitigate operational risks, reducing compliance breaches by 20%.
- Delivered customer service by handling queries, account openings, and issue resolution. Exploited core banking platforms and digital onboarding tools to streamline processes, resulting in a 30% reduction in customer wait times.
- Built client relationships and cross-sold banking products including loans, FDs, insurance, and mutual funds. Leveraged CRM analytics and lead management systems to identify upsell opportunities, expanded market share by 25%.
- Achieved sales targets through lead generation and financial product recommendations. Operated sales automation tools, CRM , customer segmentation data to optimize outreach strategies, boosting conversion rates by 28%.
- Conducted transaction monitoring and fraud detection using AML software, CTR reporting, and account surveillance tools, decreasing fraudulent activity by 22%. Integrated alert management systems to expedite case resolution.

Jr. Relationship Executive

July 2019 – September 2022

Muthoot Finance Limited

India

- Established gold loan operations including appraisal, documentation, and disbursement. Utilized loan origination systems (LOS), gold valuation tools, and collateral management software, ensuring 100% regulatory compliance.
- Managed cash transactions ensured daily balancing of accounts. Conducted reconciliation using cash management software, transaction logs, teller automation systems, batch settlement reports, maintaining 99.8% accuracy rate.
- Promoted cross-selling of financial products to meet branch targets. Leveraged customer profiling tools, financial needs analysis software, CRM platforms, lead management, sales funnel optimization, increasing product penetration by 22%.
- Ensured compliance with RBI, KYC, regulations and internal policies. Performed risk profiling diligence using compliance tracking systems, regulatory reporting tools, audit management platforms, reducing policy breaches by 30%.
- Automated loan processing workflows using robotic process automation (RPA) and document systems, reducing processing time by 35%. Integrated system validation checks and error tracking to enhance operational accuracy.

EDUCATION

Graduate Certificate in Project Management

September 2023 – April 2025

Algoma University, Brampton

Masters in Business Administration (Marketing and Finance)

August 2020 – September 2022

Lovely Professional University (Distance Learning), India

Bachelor's Degree in Computer Applications

August 2015 – May 2018

Punjabi University Patiala, India

CERTIFICATIONS

- **NISM V-A: Mutual Fund Distributors** - Indian National Institute of Securities Market (May 2023)
- **Awarded by Metro Inc.** for collecting highest funds for 'Toonies for Tummies' Organization