

Dhruwanshi Patel

FINANCIAL SALES REPRESENTATIVE – Sales Strategy, Documentation & Transaction Accuracy

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SKILLS

- **Customer Support Systems:** In-person, phone, and email-based service handling with issue escalation.
- **Sales Operations:** Product education, inventory oversight, promotional display execution for environments.
- **Transaction Platforms:** Proficient in POS terminals, MoFA visa systems, and postal customer applications.
- **Data Management Tools:** Excel, Outlook, and administrative processing for documentation and entry tasks.
- **Laboratory Techniques:** PCR, electrophoresis, spectrophotometry, microscopy, sterile cell culture handling.

WORK EXPERIENCE

Operations Officer

September 2024 – July 2025

BLS International Services

Ontario

- Processed over 200 visa files monthly by analyzing SOP checklists, ensured 100% compliance with MoFA protocols, digitized documents with zero backlog, and coordinated end-to-end routing within strict timelines.
- Supervised front desk workflows, implemented analytical tracking for 300+ weekly queries, reduced resolution time by 42% overall, and directed daily applicant flow using escalation matrices and communication protocols.
- Directed daily operations of the front desk, optimized applicant flow management systems, and improved service turnaround speed by 45% overall using biometric ID scanning and CRM based incident tracking models.
- Reduced VAC to consulate transit delays by 35% overall by leading encrypted dispatch workflows and tracking.

Sales Representative

December 2023 – June 2024

The Soap Tree

Ontario

- Advised 50+ weekly clients on product use, increasing skincare conversions by 28% through needs-based analysis, ingredient education, application demos, and tailored solutions aligned to individual skin concerns and routines.
- Surpassed monthly sales targets by analyzing purchase frequency trends, initiating structured callback cycles, and refining client conversion funnels using data-backed upsell strategies and seasonal promotional mapping.
- Collaborated with floor staff to replenish 300+ SKUs monthly using predictive inventory logs; analyzed shelf engagement heatmaps to redesign 12+ layouts and maintaining 100% availability across personal care categories.
- Partnered with sales associates to deliver 60+ bundle consultations, increasing satisfaction scores by 22% overall.

Commissary Clerk

August 2023 – November 2023

Nature's Emporium

Ontario

- Initiated HACCP-compliant ingredient labeling and batching for 500+ food units using barcode scanners, clearly documenting traceability to ensure 100% audit success across 3 consecutive quarterly food safety inspections.
- Introduced digital inventory tracking for perishables and configured real-time spoilage alerts via ERP systems, collaborating with backend teams to reduce daily wastage by 47% over 12 weeks through aligned expiry check-ins.
- Coordinated kitchen store alignment by refining cold to dry shelf transitions and shift handoff logs, boosting stock rotation efficiency by 33% overall and reducing next day backlog incidents across 7 day rolling periods.
- Conducted freshness audits for 120+ perishable items, flagging 15–20 deviations weekly to prevent spoilage.

Team Member

September 2022 – August 2023

Tim Hortons

Ontario

- Managed 250+ daily customer orders by coordinating multi-register operations, reducing average wait time by 29% and maintaining 98% order accuracy during peak shifts across morning, mid-day, and evening rotations.
- Trained and evaluated 12 new hires across 3 stores on POS procedures, workflow automation, prep standards, and audit readiness, accelerating onboarding cycle by 18% and increasing week-one task proficiency to 91%.
- Performed 60+ inventory audits during shift transitions; identified recurring stock gaps, enabling 22% overall faster shelf replenishment and reducing manual adjustment errors flagged in weekly backend inventory reports.
- Updated 120+ expired SKUs weekly across three shelves and escalated restock for 40+ high-demand items.

EDUCATION

Master of Science in Biotechnology

September 2022 – December 2023

Northeastern University, Toronto ON

Bachelor of Science in Biotechnology

June 2019 – May 2022

Charotar University of Science and Technology, India

ACHIEVEMENT

Intern – Quality Assurance & Production

Amul Dairy (GCMMF Ltd.), India