

AMISH

ADMINISTRATIVE ASSISTANT - Office Operations, Customer Service & Data Entry

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PROFESSIONAL SUMMARY

Administrative assistant with over 10 years experience in payroll coordination, administrative operations, financial analysis, and retail services. Proficient in ERP systems, reporting tools, and compliance processes for accurate record management. Engaged teams in logistics, finance, and client services, maintaining 98% payroll accuracy for employees in multi-state operations. Handled tasks in supply chain and banking, focusing on accuracy, compliance, and customer transactions. Prepared daily reports on inventory, and employee attendance to support management decisions.

SKILLS

- **Digital Office Tools:** Office 365 Suite, Word, Excel, slide deck, Outlook, Tally, Peoplesoft, and SharePoint.
- **ERP Systems:** JDE Edwards, Tally ERP, Peoplesoft modules, data entry, invoice processing, and reporting.
- **Data Management:** Excel functions, pivot tables, VLOOKUP, data validation, and spreadsheet automation.
- **Document Records:** Document preparation, record keeping and generation, template creation, workflow tools.
- **Office Administration:** Calendar management, meeting coordination, travel booking, and documentation.

WORK EXPERIENCE

Associate: Produce Department

February 2023 – May 2023

Loblaws Real Canadian Superstore

Toronto

- Optimized customer engagement by assisting 150+ daily shoppers, resolving queries with precision, which elevated department sales by 5% and strengthened repeat purchase behavior across high-traffic produce sections.
- Managed inventory replenishment cycles, forecasting demand patterns to maintain 98% stock availability, preventing potential out-of-stock situations weekly while ensuring product freshness and customer satisfaction levels.
- Strategized produce displays using rotation and seasonal planning methods, increasing visual appeal and also reducing spoilage by 12%, which contributed to a measurable 10% improvement in customer satisfaction metrics.
- Executed high-volume POS operations by processing daily transactions with 100% accuracy, applying cash handling protocols and reconciliation techniques, streamlined checkout efficiency and enhanced customer satisfaction.

Administrative Support: Daily Operations

June 2022 – December 2022

Legacy Supply Chain Services

Brampton

- Assessed consolidation and receiving workflows processing 700+ orders daily with 98% accuracy, improving operational efficiency and reducing processing errors, ensuring fulfillment to meet strict customer delivery targets.
- Generated real-time inventory, capacity, and employee attendance reports using AS400 and Manhattan SCALE systems, reducing stock discrepancies by 10% and providing actionable insights for stakeholder decision-making.
- Coordinated shipment logistics by preparing Bills of Lading and scheduling 50+ carrier appointments weekly, optimizing freight workflows, also minimizing delays, and maintaining overall compliance with internal SOPs.
- Administered order fulfillment accuracy by performing detailed picking and packing of 500+ items daily, leveraging barcode scanning, proposed 97% order precision and upheld positive customer satisfaction ratings.

Senior Process Associate: USA Payroll Coordinator

June 2017 – July 2021

Tata Consultancy Services (TCS)

India

- Administered end-to-end payroll for 2,000+ US employees, applying audit and validation processes that reduced payment errors by 98% and ensured strict adherence to deadlines across multi-state compliance frameworks.
- Resolved 50+ weekly payroll discrepancies by analyzing transactional anomalies, implementing corrective actions, and achieving consistent on-time processing, enhancing employee satisfaction and reducing escalations by 35%.
- Developed payroll software enhancements, streamlining tax filings and calculation workflows, improving efficiency by 5% while providing training sessions that cut data-entry errors by 50% and elevated operational KPIs.
- Processed multi-state payroll tax filings, enforcing federal and state compliance standards across jurisdictions, maintained 100% audit readiness, and reinforced reporting for regulatory bodies and executive stakeholders.

Management Trainee

June 2015 – August 2015

State Bank of India (SBI)

India

- Rotated across customer service, loans, and business process departments, processing 50+ transactions daily with 100% accuracy and contributing to a 70% loan approval success rate through compliance adherence.
- Conducted financial analyses for 20+ clients, recommending investment strategies that diversified effective portfolios, improved client retention metrics by 15%, and strengthened the bank's consultative service reputation.
- Monitored customer feedback and operational workflows, proposing process enhancements, lowered application processing time by 12% while maintaining regulatory compliance, elevating customer satisfaction in branches.

- Evaluated loan applications, applying compliance checks and risk assessment techniques, which maintained policy adherence and supported a 70% approval ratio, strengthening decision-making standards in the lending process.

Office Receptionist / Cashier**May 2014 – April 2015***Mangalam Clothing Store**India*

- Welcomed and assessed 50+ customers daily, applying interpersonal techniques that increased foot traffic engagement and boosted repeat sales by 8% while maintaining a high standard of overall retail service excellence.
- Executed POS transactions with 100% accuracy for 50 daily sales, reconciled cash drawers, and applied Tally accounting processes, maintaining precise financial records and ensuring compliance with internal audit standards.
- Catalogued merchandise displays and monitored stock levels, reducing shrinkage by 10% and improving sales efficiency, which contributed to an enhanced customer shopping experience and also measurable revenue growth.
- Generated detailed sales by POS and Tally integration, processing returns and exchanges with 100% compliance, improved financial transparency, reduced reconciliation time by 15%, and supported managerial decision-making.

EDUCATION

Global Business Management**January 2022 – August 2023***Georgian College, Toronto***Masters in Business Administration (MBA)****June 2014 – July 2016***Shri Ramdeobaba College of Engineering and Management, India***CERTIFICATIONS**

- Canadian Securities Course (CSC) – CSI – (Pursuing) ; FITT Diploma in International Trade
- CS Foundation Course – Company Secretary ; Certificate in Amazon Ecommerce Training
- Certificate Course in Logistics Excellence – Safeduate Nagpur, a unit of Safexpress Logistics
- Certificate in Accounting Software – Tally ; Certificate in First Aid and CPR