

BHAKTI PATEL

ADMINISTRATIVE ASSISTANT: Administrative Support, Data Entry, Customer Service

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SKILLS

- **Office Administration:** Data entry, record keeping, filing, document preparation, and report generation.
- **Digital Coordination:** Calendar management, email automation, resource allocation, and POS operations.
- **Productivity Software:** Microsoft Excel (VLOOKUP, formatting), PowerPoint, Outlook, and Cloud Storage.
- **Data Management:** Google Sheets, CRM systems, database navigation, and relational information processing.
- **Operational Support:** Front desk operations, meeting coordination, document workflow, system monitoring.

WORK EXPERIENCE

Operations Supervisor (Administrative Support Focus) **September 2025 – December 2025**
Lena's Roti & Doubles *Ontario*

- Directed 15 staff members via automated scheduling modules and resource allocation protocols, increasing total operational throughput by 22% within one quarter.
- Orchestrated 85 daily customer interactions using CRM ticketing and resolution scripts, maintaining a 98% satisfaction rating across multi-channel platforms.
- Systematized 500+ digital files using alphanumeric indexing and cloud-based architecture, reducing document retrieval latency by 40% for the management team.
- Executed data entry for 200+ weekly invoices within ERP systems, achieving 100% audit accuracy while identifying 12% variance in vendor procurement cycles.
- Synthesized 10 weekly operational reports using Excel pivot tables and data visualization, providing 5 key performance indicators for strategic pivot sessions.
- Spearheaded team communication via centralized messaging protocols and digital notice boards, reducing internal response lag by 35% during peak shift windows.
- Resolved 40 monthly service bottlenecks by applying root cause analysis and corrective SOPs, improving task completion rates by 18% across the work unit.
- Managed 150 daily cash transactions and ledger reconciliations via POS terminals, ensuring zero variance across 60 consecutive financial reporting cycles.

Assistant Manager (Customer & Administrative Support) **September 2023 – September 2024**
Suzy *Ontario*

- Managed data entry for 300+ inventory records using SKU mapping and database synchronization, increasing stock visibility and reporting accuracy by 25% total.
- Supervised front desk operations for 100+ daily visitors by implementing visitor logs and security protocols, enhancing facility check-in efficiency by 30%.
- Facilitated staff scheduling for 20 employees using shift-rotation matrices and availability tracking, reducing overtime expenditure by 18% over 12 months.
- Maintained filing systems for 1,000+ historical records using metadata tagging and physical indexing, ensuring 100% compliance with regional data retention.
- Processed 500+ monthly point-of-sale transactions with precision, maintaining a 0.05% error margin across diverse digital and physical payment architectures.
- Coordinated cross-departmental communication between 4 management tiers using standardized reporting templates, accelerating decision cycles by 20% annually.
- Optimized document workflows by integrating digital signature platforms and automated routing, reducing physical paper consumption by 45% within the office.
- Led 12 monthly training workshops on administrative software and CRM navigation, improving team technical competency scores by 35% based on internal audits.

EDUCATION

Computer Programming **September 2023 – August 2025**
Conestoga College, Ontario

CERTIFICATIONS

- **Microsoft Excel for Beginners** - Teachers Tech March 2026
- **Microsoft Excel Course for Beginners** - Skillademia March 2026
- **Google Workspace Full Course** - Learnit Training March 2026
- **Microsoft Word Beginners Level** - Learnit Training March 2026
- **Administrative Assistant Professional Training** - Cursa March 2026