**SUJATA MISHRA**   
Ottawa, ON | sujatamishra2@gmail.com | (613)-668-8370

**PROFESSIONAL SUMMARY**

Highly motivated and solution-focused with an aptitude for leadership, people management, strategic planning, and administration. Diverse professional experiences in education, marketing, sales and administration, including 5+ years in managerial roles and 3 years as an entrepreneur and 9+ years of teaching. Strong communication and organizational skills.

**AREAS OF EXPERTISE**

Strategic Planning | Microsoft Suite | Public Speaking | Leadership & Communication | Administration | Client Service |

**PROFESSIONAL EXPERIENCE**

**Shopper’s Drug Mart – Ottawa, ON**

**Supervisor 2019 - Present**

* Oversee all areas of customer service, operations, and administration in a diligent and organized manner, including merchandising, bank deposits, cash reconciliation, and general paperwork
* Provide exceptional customer service in a fast-paced retail environment, consistently facilitating seamless cash transactions and addressing customer inquiries with a high degree of professionalism
* Establish innovative solutions to address customer concerns, successfully resolving issues as they arise
* Monitor cashiers and other employees to ensure a consistent standard of service delivery across multiple shifts and among many employees, cultivating a reputation for meticulous and efficient people management

**Self-Employed – Kolkata, India**

**Academic Tutor 2014 - 2017**

* Operated a private tutoring business with exceptional client service, administration, and management skills, successfully maintaining client relationships and generating revenue over 3+ years as a freelancer
* Planned and delivered lessons on a weekly basis, demonstrating strong organizational skills and ability to produce high-quality deliverables by strict deadlines
* Cultivated a reputation for professional excellence by consistently delivering tangible progress and best-in-class client service to students and families

**The Heritage School / Sri Sri Academy – Kolkata, India**

**Specialized Education Teacher 2008 - 2014**

* Taught and counselled students with specialized learning needs. Developed and executed specialized learning plans by expertly identifying areas for improvement and implementing innovative strategies for long-term student success
* Drafted highly organized and detailed lesson plans, worksheets, assessments, and progress reports as required, resulting in a meticulous record of student activities and development over time
* Liaised with educators and parents to develop comprehensive strategies for managing student needs, successfully maintaining a smooth and efficient environment for students and staff

**ORIND Refractories Limited – Beijing, China**

**Marketing & Sales Manager 2004 - 2007**

* Supervised the development and implementation of product and service launches, using skills in administration, event management, interdepartmental collaboration and client service to deliver successful outcomes
* Coordinated with internal and external stakeholders to generate increased revenue and successfully maintaining profitability and market competitiveness for the company
* Took initiatives to attract new clients and build long-term loyalty among existing clientele, always delivering smooth and well-attended events to stakeholders
* Researched and analyzed market trends to support sales and revenue goal attainment

**ORIND Refractories Limited – Beijing, China**

**Executive Assistant 2004**

* Managed daily office operations such as record-keeping and correspondence, using a detail-oriented and self-driven approach to facilitate smooth administrative operations
* Planned and scheduled meetings, appointments, effectively balancing multiple priorities to achieve desired outcomes in an efficient and organized manner

**Manivokas Kendra – Kolkata, India**

**Specialized Education Counsellor 2001 - 2002**

* Planned and facilitated lessons, activities, and excursions for large groups of students, effectively coordinating multiple priorities and schedules to ensure highly successful and engaging event delivery
* Implemented behaviour modification programs based on thorough research and professional experience, ensuring best-in-class service delivery according to industry standards

**EDUCATION**

**Bachelor of Education, Special Education | 2008**Jadavpur University – India

**Diploma in Special Education | 2004**NIMH – India

**Bachelor of Science in Commerce & Management | 1992**Avinashilingam University – India