



Jacob Puthiyamadam

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PROFESSIONAL SUMMARY

Highly motivated and efficient team member with extensive experience in fast-paced and challenging environments. Possesses excellent verbal and written communication skills, with an aptitude for applying new knowledge with skill and efficiency. A quick learner with a willingness to adapt and improve.

SKILLS

- Verbal and Written Communication
- Cash Handling
- Willingness to Learn
- Quality Control Checks
- Performance Improvement
- Production Line Work
- Operate Cash Register
- Teamwork and Collaboration
- Interactive Communication Skills
- Crew Leadership
- Waste Management and Reduction
- Handling Complaints
- Adaptability and Flexibility
- Time Management

WORK HISTORY

CREW MEMBER(PART-TIME)

11/2022 to CURRENT

JCI-McDonalds | Peterborough, ON

- Backed up servers by setting up trays and completing some food deliveries.
- Maintained effective supply levels by monitoring and reordering food stock.
- Delivered exceptional service as illustrated through multiple positive Yelp reviews.
- Took orders, prepared meals, and collected payments.
- Resolved problems, improved operations, and provided exceptional service.
- Worked flexible hours across night, weekend, and holiday shifts

PRODUCTION WORKER

12/2022 to 12/2022

Armada Tool Works | Lindsay, ON

- Inspected finished products for quality and adherence to customer specifications.
- Met production targets and tight deadlines by collaborating closely with team members.
- Assembled and tested various products to meet production requirements and quality control standards.
- Organized work to meet demanding production goals

SENIOR CITY GROWTH ASSOCIATE

04/2021 to 09/2022

Catbus Infolabs Pvt Ltd | India

- Improved the Productivity from 60% to 97%
- Keep the SLA consistently above 95%

- Resolved problems, improved operations, and provided exceptional service.
- Strengthened communication skills through regular interactions with others.
- Completed paperwork, recognizing discrepancies, and promptly addressing for resolution.
- Self-motivated, with a strong sense of personal responsibility.
- Demonstrated strong organizational and time management skills while managing multiple projects.
- Used strong analytical and problem-solving skills to develop effective solutions for challenging situations.

OPERATIONS MANAGER

04/2018 to 05/2019

Pronet Technologies Pvt Ltd | India

- Mitigated business risks by working closely with staff members and assessing performance.
- Reduced budgetary expenditure by effectively negotiating contracts for more advantageous terms.
- Managed inventory and supply chain operations to achieve timely and accurate delivery of goods and services.
- Increased profit by streamlining operations.

ASSOCIATE

10/2015 to 12/2017

Tata Consultancy Services | India

- Managed customer relations through communication and helpful interactions.
- Created promotional materials to advertise products and services.
- Monitored customer service metrics and performance indicators to identify areas of opportunity.
- Worked varied hours to meet seasonal and business needs.

EDUCATION

Post-Graduation Diploma | Project Management

04/2023

Fleming College, Peterborough, ON

MBA

04/2021

St Francis Institute of Management and Research, India

Bachelors in commerce

04/2015

St Andrews College, India

CERTIFICATION

- CAPM Certified by the Project Management Institute
- Six Sigma Green belt certification from KPMG
- Data Science foundation level 1 IBM
- Supply Chain Logistics Rutgers University