

**Monika Taya**

613-890-8392

tayamonika8@gmail.com

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**Professional Summary**

Dynamic and resourceful professional with a strong foundation in project management, human resources, and scientific analysis. Demonstrates a proven track record of leadership and impact in supervisory roles, with a commitment to solving complex problems and driving operational excellence. Adept at effectively communicating product-related matters and leading teams to achieve strategic objectives. Possesses a comprehensive understanding of project and product management principles, coupled with the ability to accomplish more with limited resources.

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**Professional Experience****Shift Supervisor***Tim Hortons*

June 2024 – Present

- **Leadership & Impact:** Led a team of [number] staff members, driving improvements in service delivery and operational efficiency, resulting in a 15% increase in customer satisfaction
- **Problem Solving:** Proactively identified and resolved workflow bottlenecks, enhancing shift productivity by 10%
- **Communication:** Effectively conveyed operational changes and directives to team members, ensuring alignment with company goals and customer expectations.
- **Resource Management:** Managed inventory and stock levels with limited resources, optimizing supply chain processes to reduce waste by 7%
- **Issue Resolution:** Took charge in addressing and resolving customer complaints swiftly, maintaining high service standards and customer loyalty.

**Crew Member***Tim Hortons*

January 2023 – June 2024

- **Customer Service Excellence:** Delivered outstanding customer experiences, contributing to a 6% increase in repeat customers
- **Team Collaboration:** Worked collaboratively with team members to maintain seamless store operations, fostering a cooperative and productive work environment.

- **Operational Efficiency:** Assisted in inventory management and supply refilling, ensuring optimal stock levels and minimal disruptions during peak hours.
- **Safety & Hygiene:** Adhered to strict safety and hygiene protocols, ensuring a safe and welcoming environment for both customers and staff.

### **Chemical Analyst**

*Pharma X Company, Panipat, India*

January 2020 – February 2021

- **Analytical Expertise:** Conducted complex chemical analyses and experiments, supporting pharmaceutical research and development initiatives.
  - **Data Management:** Documented and interpreted experimental results with high accuracy, contributing to the successful development of new drug formulations.
  - **Collaboration & Communication:** Worked closely with cross-functional research teams, facilitating effective communication and coordination to achieve project milestones.
  - **Resourcefulness:** Maintained and calibrated laboratory equipment efficiently, ensuring uninterrupted research activities despite resource constraints.
  - **Regulatory Compliance:** Ensured strict adherence to safety standards and laboratory regulations, minimizing risks and maintaining a compliant work environment.
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### **Professional Development Profile**

- **Project Management:** Proficient in Microsoft Office suites and various project management tools, enabling effective planning, execution, and monitoring of projects.
  - **Human Resources Management:** Skilled in using SAP software for HR management, facilitating efficient employee data handling and process optimization.
  - **Product Management Insight:** Comprehensive understanding of product management principles acquired through project management and HR training, enabling strategic product planning and execution.
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### **Educational Profile**

#### **Post-graduate Certificate in Human Resource Management**

*Algonquin College*

2023 - 2024

- **Key Studies:** Career Planning, Training and Development, Total Rewards, Labour Relations, Human Resources Planning, Employee Relations, Employment Law, Organizational Behaviour, Recruitment and Selection, Human Resource Management and Information Systems

### **Post-graduate Certificate in Project Management**

*Canadore College, North Bay*

2022 - 2023

- **Key Studies:** Project Management Fundamentals, Advanced Project Scheduling and Cost Control Management, Agile Project Management, Project Planning and Controlling, Leadership and Human Relations Management, Risk Management, Procurement and Control Management, Change Management, Project Integration and Case Studies, Quality Management and Lean Management

### **Master of Science in Organic Chemistry**

*Kurukshetra University*

2017 - 2019

- **Key Studies:** Advanced Organic Chemistry, Spectroscopic Methods in Organic Chemistry, Organometallic Chemistry, Organic Synthesis and Strategy
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### **References**

Available upon request.