

TAMANNA (TAMMY) NAGPAL

NSW 2150 ■ Phone: 0452404291 ■ Email: nagpaltamanna7@gmail.com

PROFESSIONAL SUMMARY

Recent university graduate with a Masters in Professional Accounting and a drive to work in a competitive environment that fosters job satisfaction and professional growth. Analytical and detail-oriented professional experienced in coordinating, planning, and supporting daily operational and administrative functions.

EDUCATION

UNIVERSITY OF SUNSHINE COAST

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| ▪ Bachelor of Business Administration | 2013 - 2015 |
| ▪ Masters in Professional Accounting | 2016 - 2018 |

KEY SKILLS

- Sales and customer service
- Excellent interpersonal and communication skills
- Finance Management
- Ability to work autonomously as well as part of a team
- Commercial awareness
- High level analytical and problem-solving abilities
- Advanced organizational skills
- Proficient in Microsoft Word, Excel, and PowerPoint

WORK EXPERIENCE

Café Manager

EL Afraah Bakery - Sydney, Australia

2018 - Present

- Grow annual profits through coaching employees to deliver services in line with company standards.
- Analyze sales budget, gross margin, and profit and loss reports weekly to project future sales trends and to create efficient sales model.
- Hire new employees, including: interviewing and selecting appropriate candidates, checking references, and organizing background checks
- Employee training, including: coach on company products and services, correct selling behavior, technical knowledge
- Optimize payroll budgets to coordinate an efficient work environment while simultaneously managing resources.

Customer Service

McDonald's - Sydney, Australia

2017 - 2019

- Collaborate with crew and managers to meet sales targets.
 - Inventory management.
 - Supervise restaurant cleanliness.
 - Maintain a fast speed of service, especially during rush times.
 - Demonstrate excellence in customer service management
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Assistant Store Manager

Star Phones – Sydney, Australia

2017 - 2017

- Assist the Retail Store Manager in planning and implementing strategies to attract customers
 - Coordinate daily customer service operations (e.g. sales processes, orders and payments)
 - Track the progress of weekly, monthly, quarterly and annual objectives
 - Monitor and maintain store inventory
 - Evaluate employee performance and identify hiring and training needs
 - Supervise and motivate staff to perform their best
 - Coach and support new and existing Sales Associates
 - Monitor retail operating costs, budgets and resources
 - Suggest sales training programs and techniques
 - Communicate with clients and evaluate their needs
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Food & Beverage Attendant

Tarbooish Grill – Sydney, Australia

2016 - 2017

- Input customer orders in a timely and courteous manner.
 - Prepared food and beverage orders as required.
 - Maintained high customer service standards at all times.
 - Operated cash register and credit card machine in guest payment processing.
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VOLUNTEER WORK

- **Rough Edges:** Rough Edges is a centre for the street community of Darlinghurst and Kings Cross, Sydney, run by St John's Anglican Church, Darlinghurst