

Dhiren Pooran

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Summary of Qualifications

- Strong verbal and written communication skills ability to effectively interact with clients and colleagues
- Experience in managing multiple projects simultaneously and meeting deadlines with a high rate of punctuality
- Dependable, punctual, and adaptable, with the ability to work both independently and as a collaborative team
- Proficient in Microsoft Office Suite (Excel, Outlook, Publisher), Adobe Creative Cloud

Education

Bachelor of Arts in English - Professional Writing, Honors

Sep 2018 – May 2023

York University | Toronto, ON

Completed a rigorous curriculum in professional writing, publishing and editorial practices

Experience

Team Member

Feb 2019 – Nov 2022

Tim Hortons

- Provided prompt and friendly **customer service** by taking orders, answering inquiries, and ensuring guests received accurate information about menu options
- Assisted customers with food selection based on their preferences and dietary needs, ensuring a **positive and memorable** experience
- Maintained accurate inventory records, reducing stock discrepancies by **15%** through detailed tracking and organization
- Recognized by management for creating a welcoming and inclusive environment, **fostering strong customer relationships** and repeat business

Copywriter

May 2021 – August 2021

Amico Accessories

- Tracked and documented product details, ensuring **accuracy** in manuals and technical specifications
- Maintained **organized** records of customer feedback and technical documentation using **Microsoft Excel**
- **Collaborated** with internal teams to assess documentation needs and **improve clarity** for end users
- Ensured all materials were properly categorized and formatted for **easy reference** and **accessibility**
- Assisted in **updating** and **streamlining documentation processes** to enhance efficiency and usability
- Recognized and offered a permanent position for **strong organizational skills, attention to detail**, and ability to **manage large sets of data** effectively

Certifications

Data Analytics

Jan 2025 – Present

- Versed in collecting, refining and transforming data into actionable insights
- Proficient in data ecosystems and data life cycles
- Skilled in Microsoft Excel, SQL and R – Programming