

Harshika Gupta

+1(250)5743753 · harshikagupta330@gmail.com ·
665 Mcbeth Place, Kamloops, BC. V2C 5V9

COMMUNICATION STUDENT

Communications professional with a knack for innovative marketing strategies and robust customer handling skills. With a background in sales, marketing and customer service, this individual has demonstrated fluency in English and Hindi, and proficiency in content writing and MS Office. Experience in training teams and contributing creative ideas for marketing campaigns position them as a valuable asset in any dynamic communication role.

KEY COMPETENCIES

CONTENT WRITING
SOCIAL MEDIA
MARKETING

MS OFFICE
SALES AND
MARKETING

MANAGEMENT
SKILLS
HOSPITALITY

PROFESSIONAL EXPERIENCE

Nandis Kitchen and Bar, Kamloops.

Nov 2024 - Present

Server

I am a dedicated and personable server with more than a year of experience in the hospitality industry. Known for my strong work ethic and ability to remain calm under pressure, I thrive in fast-paced environments, always striving to provide exceptional service to every guest. With a keen eye for detail, excellent communication skills, and a natural ability to multitask, I ensure that each dining experience is memorable.

Accomplishments:

- Handling guest issues proactively.
- Enhancing customer experience and customer satisfaction.
- Multi-tasking and working in a fast-paced industry.

McDonald's , Kamloops.

March 2023 - Present

Crew Trainer, Guest Experience Leader (GEL)

A Crew Trainer at McDonald's, I am responsible for a variety of tasks aimed at ensuring smooth restaurant operations and delivering quality training to new employees. I play a key role in maintaining the fast-paced, friendly atmosphere that McDonald's is known for. As a GEL, I ensure that customers not only enjoy their meals but also have a memorable, positive experience at McDonald's. This role emphasizes hospitality, communication, and problem-solving skills.

Accomplishments:

- Working in a fast-paced industry.
- Team collaboration and leadership abilities.
- Good at team work and training

ADDITIONAL EXPERIENCE

The Omega Publication, Kamloops.

Oct 2024 - Dec 2024

Contributor

Composed an article which represented the drop in International students during fall semester at Thompson Rivers University due to recent changes in policy for enrollment.

Special Olympics BC Winter Games, Kamloops.

4th Feb, 2023

Volunteer

Gained experience about the staging events and volunteered for the closing event, organized for the athletes at Tournament Capital Centre.

CERTIFICATES

Freelance Content Writing Course

MyCaptain, September 2022

News Reading Workshop

MET Institute of Mass Media, January 2020

EDUCATION

Thompson Rivers University, Kamloops.

2023- Present

Bachelor's Degree in Arts

Majoring in Communications

Related Courses

Citizen Journalism, Special topics in Public Relations, Social Media marketing, Media entertainment and pop culture, Podcasting, Marketing, Consumer Behavior, Indigenous Tourism, Environmental Journalism

Vidyalankar School Of Information Technology, India

2019- 2022

Bachelor's Degree In Arts (Transferred to Thompson Rivers University)

Majoring in Multimedia and Mass Communication

Related Courses

Effective Communication, Visual Communication, Content Writing, Advertising, Film Communication, Mass Media Research, Media Laws and Ethics

AVAILABILITY

Monday: Not Available

Tuesday: 7am - 11pm

Wednesday: Not Available

Thursday: 7am-11pm / 5pm-11pm

Friday: 7am-11pm

Saturday: 4pm-12pm

Sunday: 4pm-12pm

References available upon request