

RAJESH SAH

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SUMMARY

Customer-focused sales and operations professional with 4+ years of experience in fast-paced, customer-facing roles. Proven at driving sales, coaching teams, and delivering strong customer satisfaction. Tech-savvy and quick to learn new products and systems. Currently growing in retail sales at Staples, combining a Computer Programming background with a hands-on, results-driven approach. Approachable, calm with customer concerns, and committed to following up to build repeat customers.

EXPERIENCE

Sales Associate

August 2026 – Present

Staples Canada — Sudbury, ON

- Advise customers on technology and office products, and recommend add-on products and services.
- Maintain merchandising and pricing standards; follow asset protection and privacy procedures.

Restaurant Manager (Contract)

March 2026 – June 2026

Mary Brown's Chicken & Taters — Sudbury & Chelmsford, ON

- Raised Overall Satisfaction to **88.5%** (+17%) and Likelihood to Return to **100%**.
- Cut labour costs from **35-40% to 25%** through smarter scheduling, and grew catering orders.
- Trained, scheduled, and coached the team; managed inventory ordering, cash, and daily operations.

Restaurant Manager

2025 – Present

Shelby's Legendary Shawarma — Sudbury, ON

- Opened and fully operationalized a new location in **2 months**; lead a team of **15**.
- Manage **\$183K+ monthly revenue** at a **20% net margin**; **4.6/5** Google Reviews.
- Keep labour at **20%** and food costs near **30%** through scheduling and inventory control.
- Hire, train, and schedule staff; handle daily reporting, cash, and customer concerns.

Supervisor

2024 – 2025

Shelby's Legendary Shawarma — Markham, ON

- Supervised daily service, coached team members, and handled POS and cash.

Server

2022 – 2024

Da Hu Hotpot — Markham, ON

- Delivered friendly, reliable service in a high-volume restaurant.

EDUCATION

Diploma, Computer Programming

2022 – 2025

Seneca College — Toronto, ON

SKILLS

Sales & Upselling • Customer Service • Team Coaching • POS • Problem Solving • Technology