

# MALWIKA BAGGA

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Experienced Project & Operations Manager | Certified Scrum Master | PMP in Progress

## PROFESSIONAL SUMMARY

Results-driven and certified Scrum Master with 5+ years of diverse experience in project coordination, retail operations, team leadership, and stakeholder management. Adept at managing cross-functional teams, driving process improvements, and delivering projects on time and within budget. Demonstrated ability to lead change, optimize workflows, and ensure customer satisfaction. Currently pursuing PMP certification to deepen expertise in agile and waterfall methodologies.

## CORE COMPETENCIES

Project Coordination & Execution | Agile & Scrum Methodologies | Team Leadership & Staff Training | Stakeholder Communication | Risk Management & Mitigation | Strategic Planning & Execution | Budgeting & Cost Control | Cross-functional Team Collaboration | Process Improvement | Retail & Inventory Management | Salesforce | MS Office Suite | Jira | Trello | Asana | Slack

## EDUCATION & CERTIFICATIONS

PMP (Project Management Professional) – In Progress

Certified Scrum Master – May 2023

Advanced Food Safety Certification – March 2024

Salesforce Trailhead Learning – <https://www.salesforce.com/trailblazer/mbagga1>

MBA - Marketing – January 2020 - April 2021

Bachelor of Commerce (Hons.) – Accounting & Finance – June 2016 - May 2019

## PROFESSIONAL EXPERIENCE

### ◇ **Store Manager**

Miniso Lifestyle Canada Inc., BC | Dec 2021 – Aug 2024

- Directed daily operations of a high-traffic retail store, managing a team of 10+ employees.
- Oversaw inventory control, staffing, scheduling, and performance evaluations.
- Led multiple store-level projects including seasonal product launches and layout redesigns.
- Maintained 95%+ customer satisfaction rating through process improvements and team coaching.
- Applied agile project tracking for promotional campaign rollouts and merchandising plans.

### ◇ **Store Manager**

Korna Natural Pet Store, BC | Sept 2021 – Nov 2021

- Managed operations, vendor coordination, and team supervision in a busy retail environment.
- Implemented daily task boards and project checklists to improve store productivity.
- Coordinated short-term sales campaigns and improved inventory accuracy by 20%.

### ◇ **Volunteer – Administrative Support**

POCO West Animal Hospital, BC | Aug 2021 – Dec 2021

- Supported project tracking of clinic improvements and customer service processes.
- Assisted in implementing appointment scheduling improvements using Excel and calendar tools.
- Collaborated on marketing activities such as social media posting, local promotions, and client communication to support clinic growth.

### ◇ **Corporate Trainer**

Global Outsourcing Inc., BC | Apr 2021 – Aug 2021

- Delivered training programs to 100+ associates on client onboarding, CRM usage, and sales performance.

- Designed onboarding documentation and improved training processes using feedback loops.
- Monitored project timelines for client training deliverables using Trello and Zoom platforms.

## ◇ **Sales Associate**

Loblaw Companies Ltd., BC | Jan 2020 – Mar 2021

- Collaborated with operations managers on sales initiatives and seasonal rollouts.
- Contributed in product placement projects and participated in cross-functional team meetings for weekly goals.
- Received “Top Performer” recognition in Q3 2020.

## ◇ **Project Coordinator**

Marsone Innovators Pvt. Ltd., India | Jun 2019 – Dec 2019

- Coordinated internal and external communication for new product development projects.
- Maintained project timelines, task assignments, and documentation under PM guidance.
- Participated in stakeholder meetings and status reports for client deliverables.

## **TECHNICAL SKILLS**

Tools: Jira, Trello, Asana, MS Project, Slack, MS Excel, Salesforce

Methodologies: Agile, Scrum, Waterfall, Kanban

Soft Skills: Leadership, Problem Solving, Adaptability, Conflict Resolution, Communication

## **PROJECT HIGHLIGHTS**

- Led store launch project within 3 weeks while managing staffing, training, and merchandising.
- Reduced customer complaints by 30% through frontline process audits and coaching.
- Supported CRM project migration during training tenure, helping integrate user onboarding flow.
- Developed and implemented training programs that improved team performance and reduced onboarding time by 30%.

- Coordinated with vendors and internal teams to streamline product launch processes, reducing delays by 20%.
- Led cross-functional team to redesign store layout, enhancing customer experience and increasing average purchase value.
- Managed the rollout of digital tools for staff communication and scheduling, improving operational efficiency and staff satisfaction.
- Assisted in the marketing strategy for a local animal clinic, including social media promotion and local outreach, increasing client bookings.
- Conducted process audits and implemented changes that reduced shrinkage and improved inventory accuracy by 25%.
- Acted as primary liaison between operations and external partners during high-volume seasons, ensuring on-time execution of retail campaigns.
- Contributed to CRM onboarding and user training, improving adoption rate and customer data accuracy.
- Supported project planning and closeout documentation for store-level initiatives, including signage upgrades and compliance rollouts.

## **PROFESSIONAL AFFILIATIONS**

- Scrum Alliance – Certified Scrum Master - #001520651

## **LANGUAGES**

- English (Fluent)
- Hindi (Native)
- Punjabi (Conversational)