

MRINAL PAUL

PERSONAL BANKING ASSOCIATE — Core Banking Systems, Financial Data Analysis, Regulatory Compliance

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SKILLS

- **Banking Systems & CRM:** Fiserv, Salesforce, Temenos, Finacle, loan origination platforms, workflow tracking.
- **Financial Products & Advisory:** Mortgages, loans, deposits, investments, retirement plans, credit instruments.
- **Regulations & Compliance:** AML, FATCA, risk profiling, privacy standards, transaction audits, documentation.
- **Analytics & Reporting Platforms:** MS Excel, Power BI, SQL queries, data reconciliation, performance dashboards.

WORK EXPERIENCE

Store Supervisor

Petro-Canada

August 2025 – Present

Ontario

- Directed daily store operations, ensuring full compliance with company and safety policies while maintaining complete accountability across cash handling, shift reporting, stock replenishment, and inspection documentation accuracy.
- Trained and supervised 8 employees, improving service accuracy and reducing turnover by 15% through rotation management, performance reviews, peer support systems, and consistent mentoring on customer response efficiency.
- Launched contactless payment drives that boosted mobile transaction use by 25% in under one month, training staff on device troubleshooting and updating signage to simplify customer experience during high-volume service hours daily.

Store Supervisor

Circle K / Esso

April 2022 – May 2025

Ontario

- Collected and analyzed customer feedback to identify possible service gaps, improving satisfaction by 25% through refined shift protocols, restocking accuracy, visual layouts, and timely corrective action on recurring operational issues.
- Streamlined daily workflows and documentation, reducing service delays by 25% through simplified closing checklists, stock movement records, and scheduling inventory adjustments to sustain operational flow and accountability metrics.
- Analyzed Excel-based data tracking to identify high-margin products and reorder trends, increasing targeted sales by 20% through better placement, seasonal offers, and consistent restock monitoring for out-of-stock prevention methods.

Customer Service Representative

Circle K / Esso

October 2021 – April 2022

Ontario

- Welcomed customers, increasing client satisfaction by 15% through personalized engagement, consistent tone, clear, detailed product knowledge, and ensuring every interaction met store standards across varied daily customer volumes.
- Managed customer concerns immediately, lowering escalation rates by 20% through rapid coordination with shift leads, accurate documentation of issues, and systematic communication to sustain service reliability across store operations.
- Applied structured upselling methods during transactions, improving average basket size by 18% while keeping item accuracy, receipt validation, and transaction reconciliation consistent through verified reporting procedures and audits.

VOLUNTEER EXPERIENCE

Volunteer – Financial Literacy & Digital Banking Awareness

Axis Bank, India

May 2018

- Conducted financial literacy workshops, teaching budgeting, savings, and secure payment practices to 80+ residents.
- Guided over 50 shopkeepers in activating wallet apps, resulting in a 15% improvement in local digital transactions.
- Delivered awareness sessions at three Silchar colleges, reaching 150+ students and enhancing familiarity with UPI.

PROJECTS

Digital Banking Adoption Trends in Silchar

Project Lead / Research Analyst, India

- Conducted a detailed study on digital banking behavior in Silchar, assessing transaction frequency and trust barriers.
- Designed and executed structured surveys for 250+ respondents from six wards, compiling data through digital formats.
- Simulated adoption improvements from 44% to 55%, showing that digital shift could cut manual branch load by 20%.

EDUCATION

Post-Graduation in Global Business Management

Centennial College, Toronto

August 2018 – December 2020

Bachelor of Business Administration

Assam University, India

July 2015 – July 2018

CERTIFICATIONS

- Canadian Securities Course
- Entrepreneurship Development Program
- Advanced Diploma in Computer Application