

Andre Harricharan

Markham, ON | 647-229-8575 | ajharrich@gmail.com | www.linkedin.com/in/andre-harricharan

Deeply driven individual with sound financial, and marketing acumen, and a commitment to exceptional client service through continuous improvement. Proven success as an entrepreneur in a highly challenging and uncertain environment. A highly adaptable individual open to receiving constructive feedback and adjusting his approach to maximize the client experience. Impeccable work ethic in both independent and team environments.

PROFESSIONAL EXPERIENCE

Owner & Manager, Operations - Est Restaurant, Toronto

July 2022 — February 2023

New Business Startup:

- Created a comprehensive business plan to successfully secure a small business loan with TD bank.
- Negotiated the acquisition of an existing restaurant with an established brand at 10% below asking price.
- Negotiated lease and secured tenure for a five-year term.
- Completed necessary renovations with a limited budget to successfully open under aggressive timelines.

Operations:

- Responsible for hiring all front/client facing team members.
- Implemented QuickBooks to manage accounts receivables and payables.
- Liaison for suppliers for all front-end activities.
- Responsible for all customer interactions and successfully maintained an average of four stars on Google reviews to date.
- Sole responsibility for building and marketing the brand, promotions and management of special events.

Key Outcomes:

Successfully started a new business under highly challenging economic conditions while completing fourth year at Toronto Metropolitan University Business School. Achieved profitability in the first year of operation which led to prospective buyer and the sale of my shares.

Business Analyst - Enbridge, Toronto

January — August 2021

- Contributed to resource planning of the Hypercare process in preparation for launch of new applications.
- Provided Hypercare support to launch new app for field workers to capture completed tasks/work orders.
- Gathered field workers data for reports through use of Excel and Power BI.
- Responsible for tracking the productivity of field works before and after implementation of the new tool, Click.

Key Outcomes

- Working as a business analyst demonstrated problem solving, teamwork and collaboration skills. Through the Hypercare process was able to reduce the time for user problem resolution by 50%.

Business Process Intern - Manulife, US Business Operations, Toronto

April — August 2020

- Provided administrative support to improve the efficiency and quality of service for the US investment portfolio, focused on US Retirement Plans
- Data entry and quality checks on 401 k applications.

Key Outcomes

This summer internship introduced me to business processes and my ability to learn a new system and its functionality in a short time.

EDUCATION

Toronto Metropolitan University – Ted Roger School of Business Management

September 2019 — May 2023

- Fourth year commerce student with areas of concentration in Commercial Real Estate Management and Finance.

KEY SKILLS

TOOLS

- Problem solving, collaboration and teamwork
- Critical thinking
- Business plan development
- Business analysis

- General purpose: Visio, MS Excel, MS PowerPoint
- Productivity: MS Project
- Finance: QuickBooks
- Data Visualization: Power BI