

— AARSH DESAI —

CONTACT

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PROFILE

As a bright ambitious person, I enjoy working in a fast paced, highly motivating position where I can assist others while challenging and expanding my knowledge and understanding of the task at hand. I am seeking a position that will fully utilize my skills and offer the chance for advancement as well as allow me the opportunity to gain additional skills and experience.

SKILLS

- Uses strong communication skills to handle customer problems effectively ensuring customer satisfaction
- Confident, persistent and a team player able to assume a leadership role as needed
- Excellent problem-solving skills with enthusiasm and willingness to learn new technologies .
- Analytical abilities and attention to details
- Possess the required determination to improve performance with utmost sense of obligation and carefulness.
- Naturally Persuasive and having the desire and ability to solve problems.
- Experience working in a high pressure and high-performance team environment.

EXPERIENCE

Volunteering

- Guitar playing in cafés and restaurant.
- Done few of the free-lancing works regarding UI/UX designing

Sales Representative

September 2022 – Present

Kognitive Sales Solution, Regina, Saskatchewan

- Responsible for acquiring new credit card customers.
- Engaging customers in discussing the different features and benefits of using our client's credit card.
- Engage each customer to increase awareness and direct sales for our client's product and services.
- Provide Exceptional customer service and answer any questions customers may have about our client's product and services ensuring they have had a great experience.

Crew – McDonalds India (October 2017- February 2020)

February 2021 – January 2022

- Assisted store manager in handling cash, debit and credit transactions.
- Ensure excellent customer service standards and settle customer complaints at the store level.

- Proficient with Microsoft Office package (Microsoft Word, Excel, Power Point, Outlook, and Publisher). Accounting and banking experience, trustworthy and responsible
- Excellent verbal and technical reporting.
- English proficiency.
- Good at debates, group discussions.
- A patient listener and observer.

EDUCATION

Computer System Technology

September 2022 - Present

Saskatchewan Polytechnic,
Saskatchewan ,Canada

High School

Nelson's Higher Secondary School,
Ahmedabad, India

- Dedicated and careful when completing payment transactions. Provide front end customer service, take orders and fill order in a timely manner.

Call Center Representative

July 2021 – January 2022

Dharma Info Services, Ahmedabad, India

- Manage large amounts of inbound and outbound calls in a timely manner.
- Follow communication “scripts” when handling different topics.
- Identify customers’ needs, clarify information, research every issue, and provide solutions and/or alternatives.
- Seize opportunities to upsell products when they arise.
- Build sustainable relationships and engage customers by taking the extra mile.
- Keep records of all conversations in our call center database in a comprehensible way
- Frequently attend educational seminars to improve knowledge and performance level.
- Meet personal/team qualitative and quantitative targets