ABHISHEK BARUA

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# OBJECTIVE

Seeking challenging career opportunities to build quality results that helps clients to improve their professional and commercial success. I wish to be recognized as an individual who has risen to highest echelon of success through hard work and ability.

# Profile

* Dynamic communicator and results-driven professional individual demonstrating outstanding skills in customer service, relationship building and sales.
* Excellent presentation, organizational and problem solving skills while projecting a professional image within the team.
* Strong oral and written communication and listening skills with proven ability to engage customers in conversations to identify potential opportunity and recommend potential solutions to benefit the customers.
* Strong team player and goal-setting skills who works cooperatively and productively with others and contributes actively towards achieving branch business objectives by exceeding individual sales and referral goals.
* Fluent in Hindi, Punjabi, Urdu.
* Proficiency in MS Office - Word, Excel, PowerPoint, Publisher, SPSS.
* Basic Web Designing

# Experience

Telemarketing at Manulife Securities, Oakville, ON. Apr 2015- sept 2015

* Cold and warm call clients in support of numerous customer accounts to sell service and merchandise.
* Build immediate repo with clients through friendly and engaging attitude.
* Expertly overcame objections and secured agreements.
* Develop new telemarketing scripts that effectively increase success rate by 22%.
* Assisted management with scheduling training and quality assurance.
* Proceeded up to 300 customers a day.
* Worked with other departments to obtain answers for customer satisfaction.
* Trained new representatives on call procedures and how to build connection to close sales.

# Selected Achievement

* Consistently exceeded daily sales targets while doubling quarterly sales goals within the very first month.
* Maintained an achieved high customer satisfaction return rate.
* Earned Top Performance award for each month.

Assistant Restaurant Manager at Pita Lite Mediterranean restaurant, Brampton, ON. September 2015- January 2017

* Develop and maintain a staff that provided a hospitable, professional service while adhering to policy and business initiatives.
* Regularly updated computer systems with new pricing and daily marketing special initiatives.
* Communicated well and use strong interpersonal skills to establish positive relationships with customers and employees.
* Carefully prepared weekly payrolls to keep up projective revenues for the week.
* Worked closely with chef and cooks to determine menu plans for special events and occasions.
* Console and discipline staff when necessary. Stocked counter storage area and customers table top dispensary.
* Exceeded given sales targets while maintaining customer satisfaction at the same time.

# Education

* Bachelors of Digital Enterprise Management Specialist.

**University of Toronto**

graduation: April 2019)

# References Available

2014- Ongoing (Expected