

Areeb Ullah Ansari

Sales / Customer Service Rep

Positive, upbeat Customer Service Rep bringing more than 3 years of customer-facing experience in fast-paced settings. Highly adaptable to addressing diverse customer needs. Proven history of building trust with customers to promote satisfaction, resolve concerns and maintain long-term loyalty.

Contact #: 6476755933

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86 Seagram Drive, Waterloo, Ontario

SKILLS

Price Identification

Cleaning and Sanitizing

Inventory Stocking

Cash Register Operations

Customer Relations

Product Knowledge

WORK EXPERIENCE

Cashier / Customer Service Representative

Popeyes Chicken · Sep 2021 - Jan 2022

- Processed payments by totaling purchases, processing checks, cash, and store or other credit and debit cards.
- Counted tills at beginning of shift with start money and balanced and reconciled register, reflecting financial discrepancies, refunds and account deferrals.
- Exchanged and returned items, noting details in company database and placed returned merchandise in bins for restocking.
- Maintained cleanliness and presentation of stock room and production floor.
- Refilled and rotated items on shelves to maintain well-stocked inventory.
- Handled customer complaints and concerns promptly, escalating complex issues to direct supervisor for quick resolution.

Assistant Manager Customer Service

K-Electric · Oct 2018 - Aug 2021

- Established positive rapport with customers, managers and customer service team members to maintain positive and successful work environment.
- Explained benefits, features and recommendations to maximize client retention.
- Fielded customer complaints and queries, fast-tracking them for problem resolution.
- Maintained knowledge of current promotions, exchange guidelines, payment policies and security practices.

Sales Associate

Ansari and Sons · Jan 2017 - Jul 2017

- Assisted with inventory, including receiving and stocking merchandise.
- Kept clientele informed by notifying them of preferred customer sales and future merchandise of potential interest.
- Documented sales by creating or updating customer profile records.
- Directed customers by escorting them to racks and counters.

EDUCATION

Masters of Engineering | University of Waterloo

Artificial Intelligence Jan-2022 - Aug 2023

AVAILABILITY

- Full day: Tuesday, Wednesday, Saturday, Sunday
- Evening: Monday, Friday
- Morning: Thursday