

ATIF THAKOR

101 Keeler Blvd., Scarborough, ON M1E 4K6

647-676-6449 ■ AtifThakor@gmail.com

A dedicated and experienced Customer Service professional with extensive experience in Customer Relation, Communication and Sales

SKILLS SUMMARY

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- Exemplary problem-solving skills; able to identify problems and implement corrective measures.
 - Vast experience in team-orientated environments as well as independent projects with the ability to work well under high pressure.
 - Excellent verbal and written communication, facilitation and presentation skills
 - Proven time management skills with the ability to meet challenging deadlines, prioritize and manage multiple work assignments.
 - Excellent interpersonal and communication skills developed through academia and years of experience in customer service and professional environments.

PROFESSIONAL EXPERIENCE

Sales Associate, Zedd Customer Solutions, Toronto, ON Sept.-Dec. 2018

- Communicated with customers, provided information and motivated them to buy products
- Answered customer's questions regarding products
- Handled customer complaints in an effective and professional manner

Sales Clerk, Print2Go, Toronto, ON 2014-2018

- Exercised strong interpersonal communication skills with customers and department personnel by providing insight on various products and procedures pre-orders by given deadlines
- Accurately and efficiently handled payments and cash floats
- Responsible for helping walk in customers and completing
- Evaluated competitors and performed market research
- Overall ensured good customer service and satisfaction to avoid any conflicts

Customer Service Representative, Greenwich Associates, Toronto, ON 2015- 2017

- Collected customer feedback and made process changes to exceed customer satisfaction goals
- Demonstrated mastery of customer service call script within specified timeframes
- Built customer loyalty by placing follow-up calls for customers who reported issues
- Formulated and enforced service center policies, procedures and quality assurance measures

Front Desk Associate, M.A Consulting, Toronto, ON 2014 – 2015

- Developed highly empathetic client relationships
- Improved service quality and increased sales by developing a strong knowledge of company's procedures and services
- Processed confidential tax form information
- Verified that information in the computer system was up-to-date and accurate
- Successfully established effective systems for record retention by creating database for daily correspondence tracking

ACADEMIC BACKGROUND

Achieved the O.S.S.D. (Ontario Secondary School Diploma) 2014
ST. John Paul II, Toronto, ON