

Loolchand Avnish Kush

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Career objective

A position in **Bilingual Customer Service** where I can share my knowledge and experience to excel and add value to a business organization. With my bilingual asset – French and English, I wish to be part of a talented team of people that continuously strives for excellent service.

Client Service Skills

- Strong interpersonal skills for interacting with people and showing concern to their requests while taking ownership in resolving issues and concerns.
- Friendly and approachable, being proactive on updated information, policies and procedures, I take time to assess client needs and address difficult situations, showing concern and help.
- In a professional and courteous manner, I understand and assess client's needs and handle difficult situations, while fostering excellent and long-term relationships. Strong believer in teamwork and cooperation.
- Ability to assess clients' needs and handle difficult situations for retention and increase in clients

Language and Communication Skills

- Fluent in verbal and written English and French, Speak and listen in a professional, friendly and courteous manner, easily interacting with clients and team members and learn new activities.
- Well-developed listening skills and use probing questions to understand the situation with ability to take ownership of the request and to define the root cause of problems. I use different problem solving techniques and propose satisfactory solutions.

Computer Skills

- Good ability in PowerPoint for presentations with chart and graphics. Proficient in Word, Excel and Internet Explorer. Frequently use MS Outlook for calendar, appointment, reminders and to-do list.
- Can easily adjust and adapt to organizational online system of operation.
- Created the website for my school and maintaining it till date.

Leadership Skills

- High School Class Captain - 2014
- President of Student Council - 2018
- Head Boy – Secondary School - 2019

WORK EXPERIENCE

Mgs State College, Nouvelle France, Mauritius

Web Page Developer, June 2019 – January 2021

- Being patient and polite with clients, and using organizational knowledge, I conducted school research, collected data, prepared reports graphically using Excel and PowerPoint.
- Planned and controlled my IT activities towards organization objectives, while being compliant with policies, standards and procedures.
- Worked in a fast pace and team environment and achieving effective service while getting work done on a timely basis, keeping in mind service qualities.
- Took initiative to overcome problems and fix situations using my own initiative while also working in a team environment, performing other general sales and administrative activities.
- Participated in team projects, setting targets, and achieved individual superior performance, winning much recognition.

- Remained calm, courteous and respectful at all times, answered telephone inquiries from students.
- Prepared and monitored annual school forecast and budget through strategy planning for presentation to Board of Directors using PowerPoint and Excel charts and graphs.
- In a fast pace work environment, participated in the preparation and planning of events, trade shows and press releases.
- Edited scripts, proofreads and layouts in different media support including website updates to ensure that image and branding are in compliance with the school's strategies.
- Drafts of website under the guidance of the web page officers.
- Website link: mgssnouvellefrance.com

EDUCATION

Higher School Certificate, 2021
University of Cambridge, UK

School Certificate, 2019
University of Cambridge, UK

Diploma in Software Engineering Technician, (Current Student)
Centennial College, Toronto.