

DIPAK KHADKA

Sales & Customer Service Specialist | Wireless & Electronics Sales
+1 437-455-6003 | dipak.khadka0003@gmail.com | Scarborough, Ontario

SUMMARY

Sales & Customer Acquisition Specialist with 1+ years in telecommunications retail. Proven track record of exceeding quotas by 15%+ while maintaining 95% customer satisfaction. Expert in multi-carrier activations, consultative selling, and revenue generation across Rogers, Telus, and Freedom networks.

CORE SKILLS

- Wireless Activations & Upgrades (Prepaid/Postpaid)
- Carrier Portal Operations (Rogers, Fido, Freedom, Telus, Koodo, Chatr)
- RQ System Proficiency (sales, billing, contracts, upgrades, activations)
- Customer Relationship Management
- Time Management & Negotiation Skills
- Billing, Payments & Fraud Prevention
- Training Participation & Knowledge Updates
- Sales & Customer Service Excellence
- POS System & Retail Operations

WORK EXPERIENCE

Cellular Point

January 2025 - Present

Sales Representative

- Execute 40+ monthly wireless activations and device upgrades across multi-carrier platforms, driving customer acquisition and revenue generation.
- Handle Rogers Red Credit Card and Rogers Bank Card retail application process, ensuring compliance and accuracy.
- Complete 40+ hours quarterly carrier certification training on telecommunications systems and consultative selling techniques.
- Assist customers with billing, payment setups, account updates, and fraud prevention processes.
- Execute customer onboarding with 100% regulatory compliance using telecommunications systems and carrier portals.
- Exceed monthly sales quotas by 15% through consultative selling and product bundling.
- Guide customers through device trade-ups, leasing transactions, and accessory purchases.
- Maintain 99.5% data accuracy across carrier portal operations and CRM platforms for regulatory compliance.

Tech Dot Com – Cedarbrae Mall, Scarborough, Ontario

September 2024 - December 2024

Sales & Technical Support Representative

- Diagnosed and resolved 50+ device issues monthly (software repairs, virus removal, hardware troubleshooting).
- Completed 200+ monthly screen protector installations, driving accessory revenue generation.
- Boosted revenue by 10–15% through strategic upselling and cross-selling.
- Resolved 95% of complaints on first contact, improving Google reviews and customer retention.
- Achieved 95% first-call resolution across 200+ interactions, resulting in 4.8/5.0 customer satisfaction scores.

EDUCATION

Centennial College

September 2024 - Present

Software Engineering Technician (Ongoing)

- Expected Graduation: April 2026

ADDITIONAL INFORMATION

- Language:** English (Fluent), Nepali (Native), Hindi (Fluent)
- Certifications:** Rogers Red Credit Card Application, Rogers Bank Card Application Process – Retail
- Telecom Systems:** RQ, Carrier Portals, Contract Uploads, Activations, Upgrades, Billing