EVAN RATNANI

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Summary

Dedicated and customer-focused professional with a proven track record in delivering exceptional service. Possess strong communication and problem-solving skills, coupled with a deep understanding of customer satisfaction. Seeking a customer service position to leverage expertise in enhancing the overall customer experience.

Skills

- Exceptional verbal and written communication skills, facilitating effective interaction with diverse clientele.
- Proficient in utilizing Customer Relationship Management (CRM) software to streamline customer interactions and enhance service efficiency.
- Strong problem-solving abilities with a keen attention to detail, ensuring accurate issue resolution.
- Adept at managing multiple tasks simultaneously while maintaining a high standard of work.
- Extensive knowledge of customer service best practices and a commitment to delivering exceptional customer experiences.
- Demonstrated ability to adapt to changing environments and remain composed in high-pressure situations.
- Excellent organizational and time-management skills, optimizing workflow and prioritizing tasks effectively.
- Proven team player with the capacity to collaborate seamlessly with cross-functional teams to achieve common goals.
- In-depth understanding of product knowledge, enabling comprehensive assistance and information provision to customers.
- Consistently up to date on industry trends and advancements, ensuring an informed and proactive approach to customer service.

Experience

Customer Service Representative - Mumbai, India
- Addressed customer inquiries and resolved issues promptly.
- Provided product information and assistance with billing inquiries.
- Maintained a high customer satisfaction rate through effective communication.

Cashier - Mumbai, India
- Assisted clients with checking-out items.
- Conducted follow-ups to ensure customer satisfaction and retention.
- Collaborated with cross-functional teams to expedite problem resolution.

Front Desk - Mumbai, India
- Welcomed guests, ensuring a positive first impression.
- Managed Customer Problems, Mobile issues, and special requests.

Education and Training

Centennial College | ON.
Software Engineering Technician

Certification

- First Aid & CPR.
- Security Guard License.