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.