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| **Het Patel**  7 Arabia gate Brampton l6r2p3  647-669-0466  Hetpatel7173@gmail.com |  |

***CUSTOMER SERVICE REPRENSTATIVE***

*business Development 🟇 Customer Service 🟇 Account Management*

Dynamic career reflecting pioneering experience and record-breaking performance in the fast-paced and competitive sales industry. Motivated professional who drives new business through providing excellent customer service and establishes strategic partnerships with clients to increase channel revenue. Expert at providing information and selling services over phone to clients. Excellent interpersonal skills furthered by business background and activities that facilitate effective collaborative efforts and team environments. Skilled at offering unique solutions to all clients and customers, based on their specific needs.

**Core Competencies**

|  |  |  |
| --- | --- | --- |
| * Customer Relations Management | * Business Development | * Cold Calling |
| * Negotiations | * Mentoring | * Client Relations |
| * Order fulfillment | * Office Management | * Training/Development |

**Education**

***High school***

***Harold M Braithwaite – Brampton***

***September 2019-2021***

**SENECA COLLEGE: NORTH YORK** *🟇* **Current****2022-2024**

**Computer programming and analysis**

**Professional Experience**

**Motel 6 🟇 Brampton, ON 🟇 DEC 2021–Current**

**Front Desk (customer service)**

* Perform all check-in and check-out tasks
* Manage online and phone reservations
* Inform customers about payment methods and verify their credit card data
* Register guests collecting necessary information (like contact details and exact dates of their stay)
* Welcome guests upon their arrival and assign rooms
* Provide information about our hotel, available rooms, rates and amenities
* Respond to clients’ complaints in a timely and professional manner
* Liaise with our housekeeping staff to ensure all rooms are clean, tidy and fully-furnished to accommodate guests’ needs
* Confirm group reservations and arrange personalized services for VIP customers and event attendees, like wedding guests

**ABC convenience store 🟇 Brampton, ON 🟇 DEC 2020 – DEC 2021**

**customer service representative**

* *Assisted management in ordering merchandise for the store*
* *Counted money for each shift and logged information into daily reports*
* *Trained new employees*
* *Developed strong customer relationships to enhance service and resolved customer issues*
* *Communicated with vendors on what was needed in stock*

**Additional Credentials**

|  |  |
| --- | --- |
| Technical Skills **Volunteerism** | Microsoft Office – Word, Excel, Power Point, Outlook; Excellent communication skills, and Lean management techniques.  Participated in many blood donation campaigns and fund raising; Leader at Seneca collage library for the inventory management. |
| **Activities/Interests** | Love Cricket and special interest in computers. |

**References: Available Upon Request**

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