**PAWAN CHAUHAN**

**CUSTOMER SERVICE REPRESENTATIVE**

**PROFESSIONAL SUMMARY**

Dedicated and customer-focused professional with extensive experience in customer service and support roles. Proven ability to handle customer inquiries, resolve issues efficiently, and provide exceptional service to enhance customer satisfaction. Strong communication skills, team leadership, and adept at managing customer relationships and fostering a positive team environment.

**EMPLOYMENT HISTORY**

**DEC 2023 - PRESENT** **Customer Service Coordinator, SNS Health, Brampton**

* Enhanced organizational efficiency by streamlining customer support operations.
* Implemented a new system for tracking customer inquiries, reducing response times and improving satisfaction.
* Managed and resolved customer complaints, ensuring zero unresolved incidents.
* Fostered a cooperative team environment, boosting morale and productivity.

**NOV 2022 - DEC 2023** **Customer Service Supervisor, SNS Health, Brampton**

* Led a team in providing outstanding customer service, achieving a 20% increase in customer satisfaction ratings.
* Developed and implemented strategic initiatives to improve online customer engagement.
* Enhanced customer retention through personalized support and follow-up.
* Streamlined website customer service processes using Gorgias, enriching the customer journey and boosting sales.

**EDUCATION**

**SEP 2022 - DEC 2024** **Environmental Education, Sheridan College, Brampton**

**MAY 2019 - JUN 2022** **Bachelor's Degree in Chemistry, Gujarat University, Ahmedabad (India)**

**LANGUAGES**

* English
* Hindi
* Punjabi
* Gujarati

**SKILLS**

* Customer Relationship Management
* Effective Communication Skills
* Problem Solving
* Team Leadership
* Conflict Resolution
* Time Management
* Multitasking