

ISHA JOSHI

📍 SCARBOROUGH, TORONTO, CANADA 📞 (647) 870-4275

◦ DETAILS ◦

Scarborough, Toronto

647.870.4275

ishajoshi361@gmail.com

◦ SKILLS ◦

Work ethic

Teamwork

Collaboration

Effective Customer Handling

Adaptability

Multilingual Communication

Multitasking

Fast Learning

Positive Attitude Prioritization

Problem-solving

Patience

CERTIFICATIONS.

Valid first aid and CPR

Security Guard License

👤 PROFILE

Experienced and friendly Customer Service Representative with a positive attitude and strong team spirit. Skilled in client relations, customer satisfaction, and process improvement. Passionate about building relationships, driving results, and contributing to company success.

🎓 EDUCATION

Computer Programming and Analysis, George Brown College, Toronto, Ontario

September 2021 — Present

Modi School (High School), Gujarat, India

2018 — 2020

📁 EMPLOYMENT HISTORY

Sales and Customer Service Associate, Sudev Diamonds

Toronto, Canada.

April 2023- Present

- Informed potential customers about product benefits.
- Managed cash transactions efficiently, ensuring accurate handling and secure storage of funds.
- Handled customer inquiries and concerns over the phone, delivering prompt and effective assistance to enhance the customer experience.
- Processed and managed orders and deliveries, coordinating logistics to ensure timely and accurate fulfillment.
- Oversaw office operations, maintaining an organized and productive work environment.
- Provided exceptional customer service, addressing and resolving customer complaints to ensure satisfaction and retention.

Brand Ambassador/Customer Service, Ace Management Event

Toronto, Canada.

January 2023- March 2023

- Informed potential customers about product benefits.
- Kept thorough and organized records for each event.
- Represented the company and its products positively.
- Leveraged interpersonal skills to collaborate with customers and team members.
- Delivered excellent customer service and ensured a welcoming environment.
- Maintained comprehensive and well-organized records for each event, ensuring accuracy and accessibility.
- Positively represented the company and its product offerings, enhancing brand reputation through professional conduct.
- Utilized strong interpersonal skills to foster effective collaboration with customers and team members, driving success in a team-oriented environment.

Brand Ambassador/Customer Service, Neo Financials**Toronto, Canada.**

August 2022- December 2022

- Maintained comprehensive and well-organized records for each event, ensuring accuracy and accessibility.
- Positively represented the company and its product offerings, enhancing brand reputation through professional conduct.
- Utilized strong interpersonal skills to foster effective collaboration with customers and team members, driving success in a team-oriented environment.
- Provided exceptional customer service, ensuring a warm and welcoming atmosphere that promoted customer satisfaction and loyalty.

Panchvati (Indian Grocery Store), Cashier & Sales Associate**Scarborough, ON**

November 2021 –August 2022

- Delivered exceptional customer service and assisted with product packing.
- Designed and dismantled window displays to attract customers.
- Managed the cash counter and register efficiently.
- Provided product recommendations to customers and trained new employees.
- Ensured flawless customer interactions.
- Handled heavy boxes and conducted product quality checks.

Availability

- Saturday, Sunday: 7 AM to 11 PM
- Monday: 7 AM to 11 PM
- Wednesday: 3PM to 11PM