
Jashan Gill

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Surrey, B.C

Summary

Versatile and results-focused professional with experience in customer sales and financial sectors. Excelled in sales roles at COIT Services and Verizon Solutions, consistently exceeding sales targets through effective relationship management and service promotion. Acquired substantial financial insights as an intern at iA Financial Group. Adept at conveying complex information and adeptly managing time and priorities. Committed to driving organizational success and boosting customer satisfaction through analytical and interpersonal skills.

Education

Software Systems

Simon Fraser University Surrey, B.C

08/2025

Experience

COIT Cleaning & Restoration

Phone Sales Representative - Burnaby, B.C

03/2023 - Present

- Proactively reached out to a significant number of customers, engaging them through effective and personable communication, resulting in the successful retention of numerous clients.
- Demonstrated a high level of self-motivation and drive by working under a commission-based system, consistently meeting and exceeding sales targets and earning substantial commissions.
- Employed persuasive sales techniques to inform and encourage previous customers to re-use our services, leading to increased business revenue and customer loyalty.

Verizon Solutions

Customer Service Representative - Vancouver, British Columbia

06/2022 - 01/2023

- Researched and implemented new marketing and sales initiatives, increasing sales by 12%
- Expanded the reach of the company's call center program to increase customer retention by 58%
- Increased customer satisfaction rating by 10%
- Achieved the highest possible ratings in all categories within the call center
- Maintained a 4.9 rating out of 5.0 in each category, including a 98% rating in customer service, 97% in responsiveness, 95% in knowledge, 93% in communication and 93% in professionalism
- Developed a new company incentive program to increase the retention of customers over a 3 month period, resulting in a 100% retention rate

iA Financial Group

Student Intern - Vancouver, B.C

05/2021 - 10/2021

- Increased sales by 20% year-over-year through new customer acquisition and retention strategies
- Increased sales by an average of \$10,000 per month for the past 5 months
- Developed a new service that increased customer retention by 5% (saving the company \$10k per month)
- Overhauled the organization's sales training program from 3 years to 1 year
- Trained 6 new employees in new sales processes, sales script recitation and customer service practices
- Maintained accurate and updated records of all customers and their data points