

Julie Eliza Thomas

Surrey, BC

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Objective

Motivated, hardworking and open minded College student with strong communication skills looking for customer service opportunities.

Highlighted Skills

-
- 20 months' work experience in customer service
 - Good communication skills
 - Quick learner and disciplined
 - Innate leadership skills
 - Critical thinker
 - Excellent Time Management Skills

Work Experience

Customer Service Representative

June 2017

Barista, Noida India

- Delivered high-quality customer service
- Worked effectively with other team members to meet customer needs
- Demonstrated excellent problem-solving capabilities by attending to all concerns of the customer and arriving at a resolution.

Intern

April -Sept 2019

Stryker Global Technologies Center Pvt. Ltd, Gurugram, India

- Worked on Automated Sales Forecaster Project, which combines ML models and statistical models.
- Responsible for organising programming demonstration to clients

IT Dev. Program Sr. Associate I

Nov 2019-Aug 2021

NTT DATA Services, Noida India

- Achieved account specific quality scores on different modes of contact - Phone, Email
- Adhered to account procedures, security policies, ticket assignment and reassignment.
- Collected and analyzed data on established customers

Education

Douglas College, New Westminster, BC

Computer And Information Systems (Post-Baccalaureate Diploma)

Gautam Buddha University, Greater Noida, India

Integrated Dual Degree BTech (Electronics & communication) & Mtech (Intelligent System and Robotics)

Special Skills

- Data Science Research Method
- MS Office Suites
- Programming Languages(Python, C++,C#)
- Advance Microsoft Excel
- Visualization of Data insights
- MS Access

Volunteer Experience

- WWF-India
Part of the team involved in organizing Wild Wisdom Quiz
- Abacus (Business operation), Delhi
Market Research on the recalling power of consumers for the brands.

Availability

Monday – Available
Tuesday- Available
Wednesday- Unavailable
Thursday- Available after 4:00 pm
Friday- Available after 1:00 pm
Saturday- Available
Sunday- Available