

Kritika Aggarwal

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Summary

Highly motivated and results-driven Customer Support Specialist with a strong background in sales and client management. Proven ability to excel in team environments and adept in managing multiple tasks while delivering top-quality customer service.

Skills

- **Communication:** Excellent verbal and written communication skills.
 - **Customer Service:** Skilled in maintaining client satisfaction and customer retention.
 - **Sales:** Adept at meeting and exceeding sales goals.
 - **Teamwork:** Experienced in working in a team environment of up to 20 people, including sales associates, merchandisers, and managers.
 - **CRM Software:** Proficient in using customer relationship management software.
 - **Presentation:** Highly skilled in presentation technology.
 - **Advertising:** Basic understanding of advertising strategies.
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Professional Experience

Sales associate SVP Sports, Scarborough

September 2023 – Present

- Welcoming customers and answering questions.
- Operating Cash Registers
- Showing customers around and providing information on products to them.
- Building lasting relationships with customers.
- Driving Store Sales.
- Organizing stock and inventory.

Tim Hortons

August 2023 - September 2023

- Greeting guests and taking customers' orders
- Receive payment by cash, debit/credit card
- Wrap or place merchandise in bags
- Stock shelves and refrigerators
- May perform other job duties as required

Teleperformance, Mohali**Customer Support Representative**

December 2022 - August 2023

- Conducted market assessments based on client requirements, seasonal factors, and supply and demand.
- Collaborated with sales and marketing teams to determine the optimal products for various markets.

Asia Pacific, Mohali**Customer Support Executive**

January 2022 - June 2022

- Facilitated sales activities, including scheduling meetings and fielding sales calls.
- Engaged in lead generation through cold calling.
- Assisted in answering customer inquiries.

The Aroma, Chandigarh Receptionist

October 2021 - December 2021

- Delivered excellent customer service while greeting and directing guests.
- Utilized table management software to enhance operational efficiency.
- Managed phone reservations and assisted with event planning for corporate and special events.

Sales associate Puma, Chandigarh

August 2020- June 2021

- Building and maintaining customer relationships.

- Assisting with product launches and promotions.
- Staying informed about industry trends.
- Participating in training and development programs.
- Contributing to a safe and organized work environment.
- Collaborating with the management team.
- Meeting sales targets and performance goals.

**Education Centennial College, Scarborough Diploma in
Computer Science Engineering *September 2023 -
Present***

- High School Graduate in the Science field.