



# SAMARTH PATEL

samarth.patel1408@gmail.com / 647-937-3126  
50 marilake drive, Scarborough, ON M1S1V7

## SUMMARY

Seeking long term employment in a people-oriented organization where I, can grow professionally and further enhance my skills, knowledge and experience to face and overcome the challenges of today's changing work environment. Dedicated Customer Service Specialist providing skills to prioritize and multi-task in fast-paced working environment. Successfully works as part of team to reach personal and business goals. Known for successfully handling escalated customer support issues.

## SKILLS

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- Quality control
- Inbound and Outbound Calling
- Microsoft Office expertise
- Conflict mediation
- Project management abilities
- Sales expertise
- Customer relations
- Data evaluation
- Call Center Operations
- Store maintenance
- Route management

## EXPERIENCE

**Customer service Representative** / D-Mart, Gujarat - India

07/2020 - 09/2021

- Greeting customers, responding to questions, improving engagement with merchandise, and providing outstanding customer service
- Achieving established goals before the shift ends
- Introducing promotions and opportunities to customers
- Directing customers to merchandise within the store.

## EDUCATION AND TRAINING

Seneca College - Newnham, Ontario

**Diploma:** Computer Programming

Sheth B.M. High school, B.M. High school - Patan, Gujarat, India

03/2020

**Higher Secondary:** Science Stream

Volunteer as an Event organizer for different events Managing school's cultural and sports events with it's start to completion in term of project management with complete student team efforts and headmaster's demands in respect to school's image

01/2020

## REFERENCES

References Available upon request

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**INTERESTS**

Hobbies: , Travelling , Sports , Driving , Cooking etc.

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**LANGUAGES**

English Hindi, Gujarati

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**LANGUAGES**

**English:**



**Hindi:**



**Gujarati:**

