**Parth Bakhda**

Cell:623-570-2657

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**Skills:**

* Extensive customer service skills and cold calling experience.
* Sales background, thrive on face to face interaction and client relations.
* Years of cash handling experience and management.
* Quick learner and master of product knowledge.
* Can decipher what the customer needs, and associate products that fit their needs.
* Can overcome objections and don’t let a no stop me from my duties.
* Energetic and charismatic, thrive on production demonstrations.
* Competent using software including: Windows, Word, PowerPoint, E-mail, and the Internet.
* Mediation and problem solving skills.
* Public speaking and presentation experience.
* Worked well as a team member or independently.
* Demonstrated ability to meet the needs of patrons, dependable, hardworking, reliable, and punctual.
* Used clear, concise communication skills in conjunction with organizational skills to perform daily duties.
* Multicultural understanding
* Management/administration and planning
* Communicated with customers daily.
* Built rapport with customers through effective and precise communication**.**

**2019-2020**

**Farmers Insurance, Phoenix AZ**

**Customer Service Representative**

* Assisted agents in insurance related tasks
* Call center environment with inbound calls
* Used spreadsheet and microsoft excel
* Primarily a computer-based job
* Collaborated with management to find solutions to inbound calls.

**Quick Stop and Gas, Phoenix, AZ 2013 – 2019**

**Manager**

* Resolved and conflict and was mediator between employees.
* Monitored time sheets, and attendance.
* Cash handling and daily cash register counting and maintenance.
* Managed and trained office staff and provided tools they required to reach expectations and achieve objectives.
* Analyzed customer requirements for future products
* Researched accounts, answered questions, and worked with new customers
* Successfully assisted customers in merchandise selection
* Developed credibility and confidence with customers
* Analyzed problems and anticipated customers' needs
* Identified new methods for cutting operating costs while increasing services
* Consistently implemented new techniques and procedures that increased productivity and lower costs

**Walgreens, Phoenix, AZ 2013 – 2013**

**Pharmacy Technician**

* Communicated with customers daily.
* Cashier experience and cash handling.
* Analyzed test results and examination notes to diagnose patient's drug history.
* Cared for a full spectrum of patients in a high volume atmosphere.
* Immunized patients from communicable diseases, flu shots, shingles etc.
* Assessed in finding treatment under the supervision of the pharmacist to prevent and cure common patient illnesses.
* Treated cases from acute injuries to the common cold.
* Inputted patient prescription and also fill it.
* Called insurance companies for patients and verify their coverage.
* Built rapport with customers through effective and precise communication

**Bell Honda, Phoenix, AZ 2012 – 2012**

**Sales Consultant**

* Obtained and generated leads and setup meetings with potential customers.
* Face to face interaction with customers, and daily sales goals.
* Extensive customer service skills and cold calling experience.
* Cash and loan experience.
* Assisted the organization and gathering of proper financial documentation and delivering the paper to the finance department for completion.
* Ran credit check score to check for eligible loans and interest rates.
* Followed up after the sale to make sure everything was running proper with the vehicle.
* Consistently had to meet monthly quotas and sales revenues.
* Maintaining healthy professional relationship with customers.
* Marketed yourself and cold calling to create appointments.
* Possessed knowledge of product and demonstration.
* Skilled in handling the public with professionalism and sensitivity
* Served as a mediator and negotiator providing dispute resolution
* Easily established rapport with people of all ages, cultures, and beliefs.
* Negotiated with customers and made sure all worries have been quenched.

**Walmart, Cave Creek, AZ 2011 – 2012**

**Cashier**

* Maintained checkout station; provided a quick and friendly checkout experience.
* Customer service and cash handling experience.
* Provided customers with any information needs, maintain friendly relations with customers
* Cleaned and organized store.
* Handled money, greeted customers with smile.
* Easily established rapport with people of all ages, cultures, and beliefs
* Worked with children and adults with developmental disabilities

**Cousinsubs, Phoenix, AZ 2005 – 2011**

**Manager**

* Resolved and conflict and was mediator between employees.
* Cashier and cash handling experience.
* Monitored time sheets, and attendance.
* Managed and trained office staff and provided tools they required to reach expectations and achieve objectives.
* Communicated with customers and provide any services.
* Committed to the assistance and support of others while maintaining a cheerful and helpful attitude.
* Assisted customers with inquiries and provide all pertinent information.
* Interviewed and evaluate employees and applicants.
* Experienced working with desktop-publishing applications.
* Translated ideas into written and visual forms.

**Honors**

* Honor roll, 2004 - 2009
* Mountain Ridge High School
* My GPA was eligible for this award.

**Volunteer**

* Gujarati Culture Association, Phoenix, Arizona, Treasury, 2005 - 2010
* My duties in this organization consisted from managing money and planning activities for the youth group.

**Education/Certification:**

* Minor Business, Mountain Ridge High School, Glendale, AZ, 09
* Additional course work toward a biology degree.
* Biology, Glendale Community College, Glendale, AZ, 14
* **Google IT Support Professional Certificate – Coursera, Online 2021**
* **ICD9 Certificate from It University.**
* **ICD10 Certificate from It University**
* **Certified pharmacy trainee license.**



