

# Ritesh Maharjan

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## Summary of Qualifications

- Ontario Advanced Diploma in IT Innovation and Design
- 3+ years of experience providing excellent customer support in the fast-paced customer support industry.
- Strong relationship management skills demonstrated by working with difficult customers and providing creative solutions to de-escalate customer issues.
- Typing speed of 78 WPM

## Education & Certifications

### Ontario Advanced Diploma

April 2019

IT Innovation and Design

Conestoga College | Kitchener, Ontario

## Work Experience

### Customer Service Representative

Jun 2018 – March 2022

Majorel | Waterloo, Ontario

- Created RMA (Return Merchandise Authorization) using SAP for clients to return their item in a quick and hassle-free manner.
- Providing updates to clients regarding their issue by communicating with them through email and/or phone calls.
- Increased client satisfaction by coordinating with the carrier and logistics team to ensure the timely delivery of customer orders.
- Consistently completed tasks under 6 minutes with 100% accuracy resulting in increased productivity.
- Support team members with complex client concerns, resulting in a reduction of problem resolution time by 2-3 minutes.

### Crew Member

Feb 2017 – Aug 2018

Tim Horton | Cambridge, Ontario

- Provided strong customer service experience to all patrons of the restaurant by greeting them as they arrived, clarifying their needs, and promptly responding to their questions and concerns.
- Served 60+ customer orders each shift, and fulfilled responsibilities including stocking, cleaning, and preparing required food items for the next day's service.
- Trained 5 new hires on company policies, operations, and night shift responsibilities, resulting in more effective collaboration and a smoother workflow.
- Completed administrative duties associated with serving customers, including accessing information and documenting transaction details.