**KAUSHIK KALAL**

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# Professional Summary

* Highly motivated with extensive customer service and sales experience.
* Readily takes on new responsibilities and challenges.
* Eager to learn new things.
* Proficient with Windows and Mac operating system, all Microsoft Office Suite (especially Word, PowerPoint, Excel), Online Research and Email.
* Flexible, Self-driven, Ability to multitask and prioritize work.
* Pursuing investment fund in Canada (IFIC) certification.

**Skills**

|  |  |  |
| --- | --- | --- |
| * Customer oriented | * Extremely organized | * Team player |
| * Interpersonal skills | * Energetic | * Goal oriented |
| * Good communication skills | * Excellent work ethics | * Motivated |

**Professional Experience**

**Sales Development Representative Aug.2019 -Aug 2020**

**Peel Heating and Air Conditioning, Mississauga,**

Attracted and communicated with potential clients at partners’ retail locations.

Pre-qualify potential clients and generate them as potential leads.

Uploaded and updated new client information.

Supported companies retail partners marketing campaigns and initiatives.

Prepare paper work, invoices and other bills whenever required.

Learn sales skills and always achieved sales goals.

# Customer Service Attendant May 2018 – Jul. 2019

# Petro-Canada Toronto,

Prepared sales reports and maintained other financial reports.

Built and maintain good relationship with the customer.

Managed inventory and kept record of stock.

Trained new employees and shared useful information whenever needed.

Provided first class services to customers and handled cash transaction with 100 percent accuracy.

**Financial Service Representative Jul. 2017 – Nov. 2017**

# HDFC Bank - Udaipur, India.

Sold financial products and services to potential and current customers and built a long term relationship with them.

Provided customer service, explained bank services and assisted with new accounts.

Ensured that client’s purchases are suitable like fits to their budget and overall they are satisfied.

Reviewed incoming mails and telephone calls and responded as appropriate.

Develop in-depth knowledge of financial products to advice clients accordingly.

Maintained confidentiality and work co-operatively with coworkers and supervisors.

**Education**

**Centennial College Jan. 2018 – Apr. 2019**

Graduate Certificate program in Global Business Management.

**Sardar Patel University Sep. 2014 – Jun 2017**

Bachelor’s of Commerce (Accounting and Finance).