

VANSHIKA SHARMA

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Work History:

Customer Service Representative

The Brick- Toronto, ON

Jul/2022- May/2023

- Customer Service: Provided exceptional assistance, addressing inquiries, concerns, and complaints professionally and promptly.
- Time Optimization: Efficiently managed tasks to minimize wait times and maximize productivity, ensuring timely resolution of customer issues.
- Skill Development: Acquired and honed active listening, empathy, problem-solving, and effective communication skills, leading to improved customer satisfaction and personal growth.

Student Ambassador

Seneca College - Toronto, ON

Aug/2022- April/2023

- Critical Thinking: Analyzed complex situations to find innovative solutions as a Student Ambassador at Seneca College.
- Verbal Communication: Effectively engaged with diverse individuals, conveying information about college programs and services.
- Multi-tasking & MS Office Suite: Managed multiple responsibilities and proficiently used MS Office Suite for administrative tasks.
- Leadership: Guided and mentored fellow students, leading campus tours and representing the college at events.

Retail Associate

Levi's - Toronto, ON

Jul/2021- March/2022

- Customer Service: Provided excellent customer service, assisting with product selection, and addressing inquiries or concerns.
- Product Knowledge: Developed a strong understanding of Levi's products, enabling effective product recommendations and education for customers.
- Sales Techniques: Utilized persuasive communication skills to engage customers, upsell additional products, and increase sales revenue.

Education:

Advanced Diploma: Computer Programming & analysis

Expected in 04/2024

Seneca College of Applied Arts and Technology - North York, ON

Learning outcomes:

Programming languages: HTML, Java, C language, SQL, web developing skills.

Professional development: <https://vsharma176.github.io/PORTFOLIO/>

