

VANSHIKA SHARMA

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Summary

Highly ambitious and experienced customer service representative with retail expertise. Proven ability to provide excellent customer service, establish strong connections with customers, and surpass sales targets. Strong communication and problem-solving abilities, with a strong emphasis on teamwork and collaboration.

Skills

- Strong communication and interpersonal skills
- Customer Service and sales experience
- Excellent problem-solving skills
- Ability to work well under pressure
- Strong attention to detail
- Knowledge of sales techniques and strategies
- Technical assistance

Experience

Sales Associate Expression London <ul style="list-style-type: none">• Helped customers find specific products, answered questions and offered product advice.• Worked with fellow sales team members to achieve group targets.• Trained new team members in cash register operation, stock procedures and customer services.	11/2021 to 03/2022 India, Punjab
Customer Service Representative The BRICK <ul style="list-style-type: none">• Provided exceptional customer service to a diverse clientele, ensuing a positive experience• Consistently exceeded sales targets through effective sales techniques and strategies• Resolved complaints and escalated concerns as necessary to ensure customer satisfaction.• Trained and mentored new employees, ensuring they were able to provide high-quality customer service.	06/2022 to Current North York, ON
Student Ambassador Seneca College <ul style="list-style-type: none">• Conducting campus tours and showcasing facilities and amenities to prospective students and families.• Participating in open houses, orientations, and recruitment events.• Providing information and answering questions about academic programs admission requirements, scholarships, and financial aid.	07/2022 to Current North York, ON
Coordinator Seneca Student Federation <ul style="list-style-type: none">• Oversaw safe, welcoming and highly multicultural environment open to students.• Organized and supervised student intramural and recreation programs.• Collaborated with teachers to understand and improve classroom conditions.	04/2023 to 05/2024 1750 Finch Ave E

Education and Training

Diploma: Computer Programming and Analysis Seneca College of Applied Arts and Technology	Expected in 12/2024 North York, ON
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