**Anam Basharat**

**5 Scenic hill court Phone: (647) 284-3951**

**Scarborough, On,Mic 3V5 email: anam.basharat@hotmail.com**

**Education:**

Software Engineering Technology Centennial college 2011-Present

**Technical Skills:**

* Time and self-management
* Flexible and adaptable
* Interpersonal and customer service skills
* Problem solving and decision-making
* Excellent oral and written communication skills
* Cash handling and other transaction processing
* Ability to excel in fast paced environment.
* Fluent in English, Urdu and Punjabi
* Computer literate: MS Windows 95, 98 & 2000, MS Word 2003, MS Excel, MS Power Point and Internet Research

**Employment History:**

Customer Service Representative December 2012- Current

Lavish limousines Toronto

* Making outbound calls to confirm appointments and arrange services
* Answering Inbound calls to book appointment and answer customer’s queries
* Greeted all customers in a friendly yet professional manner on phone and in person
* Other duties including filing, photocopying, faxing, preparing written material, scheduling clients, prepared invoices etc.
* Dealing with Customers complains and requests on the phone and in person
* Responsible for company’s promotions and services it offers
* Responsible for other ad hoc assignment/reports as they arise

Customers Service Representative and Key Holder January 2009-October 2012

Villa Medina Toronto

* Greeted and served customers in a kind and respectful manner
* Responsible for cash desk including opening and closing
* Responsible for maintaining a clean working environment
* Reconciled sales with inventory and assisted with placing orders

Sale Representative May 2008- August 2008

Fair Weather Toronto

* Responsible for company’s promotions and services it offers
* Demonstrated product knowledge
* Troubleshoot and properly follow the company policy on returns and warranty
* Ensured display racks and tables were always set up appropriately for prospective customers
* Maintained customer relations and professional atmosphere

**Interests and Activities:**

Badminton, Gym and Web Designing.

**REFERENCES AVAILABLE UPON REQUEST**