

Ashim Batajoo

Assistant Manager | Customer Service Representative

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Address: Scarborough, Canada (M1J 1S2)

Available:

Weekends: Any Shift

Monday | Tuesday | Thursday | Friday: Morning Shift

Wednesday: Afternoon Shift and Evening Shift

Career Objective:

Highly motivated and customer-focused individual with a strong passion for providing exceptional service. Seeking a position to utilize my skills and experience in ensuring customer satisfaction and contributing to the success of the team.

I love cycling and photography during holidays. It's the perfect combination of exploration and creativity that brings me joy.

Experience:

Assistant Manager

Saleways Departmental Store, Pokhara, Nepal (May 2021 – October 2022)

As an Assistant Manager, I held the following responsibilities:

- Assisted the store manager in daily operations, including staff supervision, scheduling, and performance management.
- Provided excellent customer service, addressing inquiries, resolving complaints, and ensuring customer satisfaction.
- Monitored inventory levels, conducted regular stock checks, and coordinated replenishment orders.
- Conducted staff training programs to enhance product knowledge, customer service skills, and sales techniques.
- Collaborated with cross-functional teams to ensure smooth store operations and effective communication between departments.
- Ensured compliance with company policies, procedures, and safety standards.
- Implemented sales strategies to achieve revenue targets and maximize profitability.

Customer Service Representative

Binayak Supermarket, Pokhara, Nepal (November 2019 – February 2021)

As Customer Service Representative, I held the following responsibilities:

- Greeted customers and provided a warm and friendly welcome upon their entry to the store.
- Assisted customers in locating products, answering product-related questions, and providing recommendations.
- Handled customer inquiries, complaints, and returns efficiently and professionally.
- Operated cash registers and processed customer transactions accurately, including cash, credit, and gift card payments.
- Ensured the store's cleanliness and attractive product presentation to enhance the customer shopping experience.
- Collaborated with team members to restock merchandise, maintain inventory accuracy, and organize displays.

Education:**Software Engineering Technician**

Centennial College, Toronto, Canada (May 2023 – Current)

Skills

- Microsoft Excel, Microsoft Word
- Strong communication and time management skills
- Customer satisfaction oriented
- Ability to work in fast paced environment.
- Excellent multi-tasking and leadership skills
- Team player and self-motivated