**Ashim Batajoo**Assistant Manager | Customer Service Representative

Phone: +1 647-409-2041Email: [batajooashim12@gmail.com](mailto:batajooashim12@gmail.com)  
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