

AUM PATEL

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Kingston, Ontario, K7P 0M3

PROFESSIONAL SUMMERY

- Eager and dedicated computer science student seeking an entry-level position in the retail industry. Bringing a unique blend of technical prowess, problem-solving abilities, and a strong work ethic to contribute effectively as a team member.
- Highly adaptable individual with strong ethics, excellent interpersonal and communication skills.
- Committed to learning new skills and contribute to organizational success while developing new skills by real-world experience.

EDUCATION

Advanced Diploma in Computer Programming and Analysis.

In Progress

St. Lawrence College • Kingston, Ontario, Canada

Diploma in Computer Engineering

2019 - 2022

Parul Polytechnic Institute • Vadodara

SKILLS

- **Technical Skills:** Google sheets, Microsoft Suit (MS. Excel, Word, Outlook, etc.)
- **Soft Skills:** Team leadership, Proactive, Enthusiastic, Dedicated, Independent Thinker, Team Oriented, Attention- to-detail, Communication, Creativity and Adaptability, Problem solving, Adaptability, Organizational skill, POS Operation, Customer service, Willingness to learn.

WORK EXPERIENCE

Customer Service Associate

Jul 2021 - Aug 2023

Akshar Media pvt ltd. • Vadodara, India

- **Collaboration:** Worked collaboratively with the team to assist in the execution of projects, contributing to the improvement of processes and systems.
- **Problem-Solving:** Addressing the issues requires problem-solving skills, which are transferrable to resolving customer concerns and finding solutions to enhance their shopping experience.
- **Teamwork:** Collaborating with the team and conducting user training sessions improved my teamwork and communication skills, which are essential when working with colleagues and assisting customers in a retail team environment and ensured high-quality service delivery in accordance with company standards.
- Maintained a deep understanding of company products and services to provide comprehensive assistance. Collaborated with team members to share insights and best practices for improving overall customer service.
- Effectively communicated with customers to understand their concerns and provided timely and accurate resolutions.
- Achieved a 10% increase in customer satisfaction scores through successfully assisting customers.

AVAILABILITY

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Open to all	Open to all	Open to all	Open to all	Open to all	Open to all	Open to all

*Overnights
as well