

# BREGWIN JOGI

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## PROFESSIONAL SUMMARY

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Reliable, energetic and resourceful customer service professional with years of experience resolving customer complaints and promoting conflict resolution. Expertise in client services, account management and relationship-building.

## WORK EXPERIENCE

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### Associate

April 2022 – Present

Home Depot, Gerrard Street, Toronto

- Receiving and managing store material, tools and supplies to maintain sufficient stock levels.
- Updated computer inventory listings and generated reports documenting quality benchmark results.

### Customer Service Representative

February 2020 – September 2021

Ashoka, Pala, Kottayam, Kerala, India

- Promptly respond to enquiries in person or via phone, email, mail or social media.
- Kept records of customer interactions, processed customer accounts and filed documents.
- Collaborated with team to quickly resolve customer complaints with appropriate action.
- Increased overall customer satisfaction by 24%

### Cashier

August 2019 – December 2019

Reliance Fresh, Thrissur, Kerala, India

- Provided positive customer experience with fair, friendly, and courteous service.
- Registered sales on cash register by scanning items and totaling customers' purchases.
- Resolved customer issues and answered questions.

## EDUCATION

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- **Seneca College** - Computer Programming & Analysis - Newnham Campus  
Expected Graduation - Jan 2025

- **G-Tech** – Advanced Excel 2021  
June 2020 – December 2021
- **Secondary Schooling** – Chavara Public School, Kerala  
March 2018 to April 2020

## PROFESSIONAL SKILLS

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- Money Math Skills - Responsible for handling cash at Point of Sales (POS) and Telephone orders
- Experience working in high demand retail and warehouse environments.
- Excellent communication skills with a focus on team building and customer relations.
- Outstanding organizational, multitasking, and problem-solving abilities.
- Mastery of Microsoft Office programs (Word, Excel, PowerPoint)
- Comfortable working in both Microsoft Windows 10 and Mac OS X.
- Prioritization, Multitasking, and problem-solving abilities in fast paced environment
- Additional skills: Punctuality, Adaptability, Positive Attitude, ability to carry heavy weight items.

## AWARDS AND HONORS

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### **Leadership award** – *Chavara Public School, 2019*

- Took initiative in helping students with curricular and co-curricular activities
- Worked with the student council to solve issues among students

### **Scholastic award** – *Chavara Public School , 2019*

- Completed 12<sup>th</sup> with 97%
- Worked closely with academic advisors to complete assigned tasks and activities.

## LANGUAGE COMPETENCIES

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- English: Fluent (speaking, reading, writing)
- Malayalam: Fluent
- Tamil (Basic)
- Hindi (Basic)