

VANSHIKA GONDHI

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EDUCATION

Humber College

Diploma in Business – Accounting

Jan 2025 – Present

Toronto, ON

EXPERIENCE

IKEA

Customer Service Representative

Apr 2024 – Nov 2024

Mumbai, Maharashtra

- Provided exceptional customer service to 100+ daily customers, maintaining a 95% customer satisfaction rating
- Processed transactions accurately using POS system while managing cash handling responsibilities
- Resolved customer inquiries and complaints effectively, achieving a 90% first-contact resolution rate
- Collaborated with team members to maintain store organization and product displays
- Assisted in training 3 new team members on store procedures and customer service protocols

Monga's Financial Services

Customer Service Associate

Apr 2022 – Mar 2024

New Delhi, Delhi

- Managed high-volume customer inquiries regarding financial products and services
- Maintained accurate records of customer interactions and transaction histories
- Processed financial documentation with 100% accuracy while ensuring compliance with regulations
- Developed and implemented improved filing system, reducing document retrieval time by 30%
- Coordinated with multiple departments to resolve complex customer issues

Silver Lining Old Age Home

Customer Care Volunteer

May 2022 – Oct 2022

New Delhi, Delhi

- Coordinated and led recreational activities for 50+ seniors, improving community engagement
- Provided compassionate care and support to residents, enhancing their daily living experience
- Maintained detailed activity logs and resident participation records
- Collaborated with staff to ensure resident safety and comfort during activities
- Developed and implemented new social engagement programs, increasing participation by 25%

SKILLS

Customer Service: Active listening, conflict resolution, problem-solving, multicultural sensitivity

Technical: Microsoft Office Suite (Excel, Word, PowerPoint), POS systems, Basic accounting software

Administrative: Record keeping, data entry, report generation, document management

Communication: Strong verbal and written skills, cross-cultural communication, presentation abilities

Organizational: Time management, multitasking, prioritization, attention to detail

SUMMARY

Dynamic and customer-focused professional with proven experience in customer service and financial operations. Demonstrated track record in enhancing customer satisfaction through effective communication and problem-solving. Skilled in managing multiple priorities in fast-paced environments while maintaining attention to detail and operational efficiency. Passionate about creating positive experiences and fostering inclusive environments through empathetic interactions.