Nihal Patel

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# SUMMARY

Engaging customer service professional with more than 2 years of experience in consumer service. Proven ability to solve errors and issues. Passionate about building strong customer relationships, driving, and maintaining brand loyalty, as well as increasing customer engagement.

# WORK EXPERIENCE

## Health Care Aide

## HSN- Autumwood Unit April 2023\*

## Assisting residents with medication support with the guidance of a nurse.

## Follow the designated care plan in their daily care as well as observe and report changes in the patients and report them.

## Provide support care in accordance with established policies and as per the physician's orders.

## Preparing meals for them and assisting them in feeding.

## Doing long day shifts and keeping records and documentation of the patients as per the policies.

## Customer Service Representative Nov 2021-July 2023

*Walmart (Barrie, ON, Canada)*

* Responsible for working with customers to follow up on their needs to ensure customer satisfaction and offer solutions in a courteous and professional manner.
* Providing exceptional customer service to consumers by acknowledging them and providing exceptional customer support.
* Maintained high levels of customer satisfaction by using efficient communication skills and assisting them with their purchase decisions.
* Multi-tasking ability while providing service and resolving customer issues, giving upgrades.
* Helped customers with payments according to company policies and procedures for different membership, and payment types, arranged as well as organized merchandise.

**Sales Representative Nov 2022-March 2023**

Wireless-Wave (Barrie, ON, Canada)

* Used tools of providers like BELL, VIRGIN, ROGERS, and FIDO to offer Home Internet and Phones and plans. Tools like RQ, POS, and Providers Site.
* Developed and implemented marketing plans to increase brand awareness and drive sales.
* Greeted customers and helped with selecting Merchandise, Wi-Fi Modems, and other Electronic Accessories and completing purchases.
* Quoted prices, Credit Terms, and other Bid Prices.
* Error Solving and recording accurate and efficient records in customers’ databases.

# TECHNICAL AND PERSONAL SKILLS

* Over 3 years of great experience in the field of Customer Service, Sales, and Solving Customer errors.
* Vast connectivity with customers and clients to build the network for the success of sales and achieve goals.
* Good ability to multi-tasking and prioritize.
* Strong Problem-Solving skills.
* Organized at work and maintain the decorum of the work environment.
* Ability to identify and offer appropriate approaches to clients.
* Promoting, managing, and organizing things for better sales or results for the brand.

# EDUCATION

## Georgian College May 2022- Dec 2022

*Health Care PSW*

## Centennial College Sept 2021- April 2022

## BBA Hospitality Management

## *S. P. University June 2017-May 2020*

*BBA Hospitality Management*