HARTHI DAVA

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# CUSTOMER SERVICE

Dedicated and a self-motivated individual seeking any available customer service position.

# QUALIFICATIONS & SKILLS HIGHLIGHT

**Organization**: Experience in effectively organizing and delivering goals in a timely fashion.

**Training & Development**: Have 3 + years of experience in dealing with customers and handling their requests.

**Communication:** Effectively communicated ideas and decisions with team and supervisors.

**Language proficiency:** Fluent in Hindi, Telugu and English

# Education & specialized training

## Bachelor of Technology August 2015 -April 2019

JAWAHARLAL NEHRU TECHNOLOGICAL UNIVERSITY |

Hyderabad, Telangana, India.

# RELEVANT PROFESSIONAL & VOLUNTEER EXPERIENCE

## Volunteer Experience September 2019 - December 2019

VOIVE FOR GIRLS (Ngo) | Hyderabad, TN

* I was part of a team that promoted female education in backward places in India.
* It focused on giving basic education and teach about hygiene and cleanliness.
* Part of a team of 15+ volunteers who go to a village, stay there for a month and help the needy children.

## Virtual Customer Support January 2020 - November 2020

AMAZON DEVELOPMENT INDIA | Hyderabad, TN

* Responsible for understanding the customer needs through calls and help them with a solution.
* Made use of strong qualities like critical thinking and problem solving and learnt pleasing customers with ease and grace.

**Current job experience March 2021 - November 2022**

**Sales Associate**

CULTURES FOOD (STC) | Scarborough, ON

Worked at Cultures food court in Scarborough Town Center, Scarborough. This was a part-time role during my college.

* Providing outstanding customer service and achieving the sales target with product up-selling.
* Developing customer loyalty base by interacting and acknowledging their needs.
* Proven record of error free shifts without any discrepancies.
* Efficiently handled point of sale system and ability to tally inventory sold after closing the shift.
* Supported in operational improvements and resolution of problems to deliver top-notch customer service over the phone and emails.
* Developed exceptional attendance record with special attention to punctuality and preparation to work upon arrival to work.

**Skills:**

* Microsoft excel, word, office tools
* Good communication skills
* Active listening skills
* Ability to work in team
* Quick learner and spontaneous thinker
* Attention to detail

**References can be provided upon request.**