

# Het Kansara

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## CUSTOMER SERVICE REPRESENTATIVE

Problem Solver | Innovative | Committed | Outgoing | Eager to Learn | Honest

### SUMMARY OF QUALIFICATIONS

- Experienced in providing in-person customer service responding to inquiries, providing advice and information, and resolving customer issues in a high-volume environment.
- Exhibit tenacity and creativity in problem solving with a proven record of innovating profitable solutions to seemingly impossible business problems.
- Self-directed, results-driven professional with exceptional administration and communication skills; Keen learner with capability in adapting to dynamic environment.
- Hard-working, motivational, and resourceful team leader with excellent organization, planning, analytical, and problem-solving skills.
- Driven, self-motivated, highly energized, and recognized for the ability to perform well under pressure either individually or within a team while presenting excellent leadership and communication skills.

### RELATED SKILLS

- Experienced in promoting and offering services by consulting and evaluating customer's needs.
- Provided assistance and resolved customer's issues in a dynamic environment with timely solutions through proper oral and written communication.
- Resolved client issues at first point of contact where possible and referred to senior internal officers based on the complexity of the situation.
- Strived to create a positive client experience through each interaction and looked for ways to continuously improve the overall client experience.
- Collected, organized, and stored customer information in various software programs and databases efficiently through typing speed of 45 wpm.

### TECHNICAL SKILLS

<b>Operating Systems:</b>	Windows, Linux and DOS
<b>Programming Languages:</b>	Angular, HTML, CSS, JavaScript, C, C++, Java
<b>Databases:</b>	MySQL, Oracle, Mongo DB
<b>Packages:</b>	MS-Office Suite, Excel, PowerPoint, Word

### WORK EXPERIENCE

**Jr. Web Developer**  
BiztechCS, India

Dec. 2017 - Jun. 2019

- Worked in one of the most complex projects of the company and resolved most of the queries of client through email and telephonic communications in highly dynamic and challenging environment.
- Interacted with clients in multiple projects and address customized needs and provided creative and innovative solutions for their needs.
- Taken 20+ interviews and interacted with different persons face to face and shortlisted best among them for the company.

### EDUCATION

**Master of Computer Applications**, Major: Computer Studies  
Gujarat Technological University, India