

JENY RANGANI

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Dedicated and customer-focused professional with a proven track record in customer service and cashier roles. Seeking to leverage my exceptional organizational skills, attention to detail, and team collaboration abilities to contribute positively to a dynamic retail environment. With a strong history of efficiently managing high volumes of transactions and delivering exceptional customer experiences, I aim to enhance operational efficiency and customer satisfaction.

PROFESSIONAL EXPERIENCE

FOOD BASICS

SCARBOROUGH

Cashier

FEB 2022 – Present

- I expertly managed a high volume of customer transactions daily, demonstrating exceptional organizational skills and a customer-oriented approach.
- I efficiently scanned and accurately entered product prices using the point-of-sale (POS) system, ensuring precision in all transactions.
- I double-checked prices, discounts, and quantities to prevent errors, ensuring that customers received the correct charges. Additionally, I demonstrated proficiency in verifying age-restricted purchases in compliance with store policies.
- Working collaboratively with fellow cashiers and store staff, I facilitated smooth operations during peak hours and supported a cohesive team environment.

RED & WHITE INSTITUTE

SURAT, INDIA

Customer Service Specialist

MARCH 2020 – NOV-2022

- Memorized entire line of company products & services, including prices and special discounts.
- Provided basic technical support for clients on a wide range of company products, resolving issues at a 90% rate.
- Always remained courteous and calm, even during moments of intense customer displeasure.
- Learned how to use company software and customer service software, as well as ticket tracking to track incidents and report on movements.
- Complimented “Fastest Learner” award during the first month of intern training.

EDUCATION

SENECA COLLEGE

North York, ON

Computer programming & analysis, Jan 2023- Present

ADDITIONAL SKILLS

- Experience with Microsoft Office – Word & Excel
- Customer service, Professional communications skills
- Time management and problem solving
- Ability to work in fast workplace environments.
- Leadership and team management skills.
- Excellent communication skills with a focus on customer service
- 70WPM Typist