

Highly motivated individual seeking a position to develop interpersonal skills and learn how to handle workplace pressure, while utilizing abilities to further organizational objectives prioritizing customer satisfaction. Also have Smart Serve certificate.

Availability

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Full-Time	Full-Time	Full-Time	Full-Time	Full-Time	Full-Time	Full-Time

Education

Post Graduation in Web Development (Present - 04/2024)	Conestoga College
bachelor’s in computer engineering (2018 - 2021)	Uka Tarsadia University

Experience

Warehouse Associate, Dropdead Limited, Canada -2023

- Ensure accuracy in packing products and labeling them correctly.
- Check the quality of products and inspect them for any defects before packing.
- Maintain accurate records of inventory levels and prevent stock-outs or overstocking.
- Package products according to specific instructions and label them properly.
- Follow safety guidelines when packing products to avoid accidents or injuries.

Customer Sales and Service Expert and Retention/Loyalty Concentrix-2023/24

- Processed orders and service requests and applied information to customers.
- Billing adjustments and refunds.
- Handled calls promptly and with courteous professionalism.
- Completed call documentation while speaking with customers.
- Researched client requests to create the best possible solutions for diverse needs.
- Navigated multiple computer systems expertly to handle customers' sales and service needs.
- Offered knowledgeable insight into available products and services and competitor activities to help consumers make informed decisions.
- Developed technical and mechanical proficiency to assist customers and field staff with service issues.
- I informed senior managers about sales activities and other metrics via timely reports.

Skills

Functional

- Excellent customer service skills
- Ability to work well in a fast-paced environment.
- Knowledge of food safety and handling procedures
- Strong communication and interpersonal skills
- Ability to work independently and as part of a team.
- Proficient in cash handling and basic math
- Multitasking and time management skills

Technical

- MS Word, Excel, PowerPoint
- POS, E-Commerce, Web App
- Inventory Management
- Handling Calls and Emails

\*Available for Overnight/Nightshift as well Technical