

Kishankumar Anilkumar Joshi

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Objective:

Motivated and customer-oriented professional seeking a Sales Associate position at Leon's Furniture. Eager to leverage my extensive customer service background, strong communication skills, and dedication to contribute to the success of a dynamic, Canadian-owned company.

Certifications:

- Smart Serve
- NSS (National Service Scheme)
- UthFest (Event Management)
- Digital Marketing
- CCC (Course on Computer Concepts)

Skills:

- Exceptional communication and interpersonal skills
- Proven problem-solving abilities
- Customer needs analysis and retention strategies
- Multitasking and organizational proficiency
- Punctual, flexible, and adaptable
- Teamwork and collaboration
- Persuasive speaker and effective communicator
- Work effectively under minimal supervision
- Committed to maintaining data integrity
- Languages: English, Hindi, Gujarati

Experience:**Customer and Sales Representative | CYDCOR (RMES Inc.): 2023-2023 (Rogers Canada)**

- Conducted product research and submission
- Maintained partnerships with customers in-person
- Coordinated operations with sales representatives
- Participated in the continuous improvement of the existing system
- Provided product information and guidance to customers

Customer Sales and Service Expert and Retention/Loyalty | Concentrix: 04/2023-01/2024 (Kitchener, Canada)

- Processed orders and service requests, applying information to customers
- Managed billing adjustments and refunds
- Handled calls promptly and with courteous professionalism
- Completed call documentation while engaging with customers
- Researched client requests to create optimal solutions
- Navigated multiple computer systems to handle customers' needs
- Offered insightful product/service information and competitor analysis
- Developed technical and mechanical proficiency to assist customers and field staff with service issues
- Informed senior managers about sales activities and other metrics via timely reports

Education and Extra Activities:

- International Student at Conestoga College (Expected Graduation: April 2024)
- Bachelor of Science in Information Technology, CGPA: 8.02
- Actively involved in various development projects
- Served in the National Service Scheme (NSS) for two years as a volunteer with certification.
- Contributed to Uka Tarsadia University by managing and leading various committees during the UthFest 2019 event.

Thank you for considering my application. I am excited about the opportunity to contribute to Leon's Furniture and look forward to showcasing how my skills and experiences align with the dynamic needs of your sales team. I am legally eligible to work full-time in Canada and have attached my resume for your review.