

Kishankumar Anilkumar Joshi

ADDRESS: Unit no 1802, 600 Greenfield Ave, Kitchener, ON N2C 2J9.

Phone: +1 (548)-333-0718 || Email: kishan.joshi.1807@gmail.com

Objective:

I am a dedicated and hardworking individual seeking a challenging position in a dynamic company to utilize my skills and contribute to the organization's success. I am currently unemployed and eager to secure a better opportunity.

Certifications:

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

Skills:

- Strong communication
- Problem Solver
- Customer needs analysis and retention strategies
- Multitasking
- Organizational
- Punctual worker
- Flexible
- Teamwork and Collaboration
- Persuasive speaker
- Work under minimal supervision
- Committed to maintaining data integrity
- Languages: English, Hindi, Gujarati

Work 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 existing systems

- Provided product information and guidance to customers

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

- Processed orders and service requests, applied information to customers
- Handled billing adjustments and refunds
- Answered calls promptly with courteous professionalism
- Completed call documentation while speaking with customers
- Researched client requests to create solutions
- Navigated multiple computer systems to handle customer needs
- Offered insight into available products, services, and competitor activities
- Developed technical proficiency to assist customers and field staff with service issues
- Informed senior managers about sales activities via timely reports

Education:

- International Student - Conestoga College
 - In the last level, two months are remaining to complete post-graduate studies
- Bachelor of Science in Information Technology
 - Cumulative Grade Point Average (CGPA): 8.02 without any backlog

Extra Activities:

- National Service Scheme (NSS) volunteers with camp certification
- Contributed to Uka Tarsadia University by managing committees during the UthFest 2019 event

Thank you for considering my application. I am legally eligible to work full-time in Canada. I am confident that my skills and experiences align with the position's requirements, and I am eager to contribute to the success of your organization. I have attached my resume and am available for an interview at your earliest convenience.