

Kishankumar Anilkumar Joshi

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I am a very dedicated and hardworking individual looking to use my skills and abilities to contribute towards your company's success and my personal development as a full-time/Part-time employee. Currently, I am unemployed because I am looking for a better opportunity. As a Customer Service Representative for a long time, I bring oral and written communication, active listening, and analytical problem-solving skills. Enhances customer experiences by employing service-oriented behaviors, understanding customer desires, and providing customized solutions to build loyalty.

Certification:

- Smart Serve
- NSS (National Service Scheme)
- UthFest (Managing Accommodation for more than 800 Participants from four different states in India and Managing theatre events.)
- Digital Marketing
- CCC (Course on Computer Concepts)

Skills:

- Strong communication
- Problem Solver
- I understand customer needs, retention strategies, and customer interface expertise.
- Multitask
- Organizational
- Punctual worker
- Flexible
- Teamwork and Collaboration
- Persuasive speaker
- Work under minimal supervision
- Committed to maintaining data integrity.
- Languages: English, Hindi, Gujarati

Customer and sales representative CYDCOR (RMES Inc.): 2023-2023

(Rogers Canada)

Job profile:

- Used to do product research and submission.

- Maintain partnership with customers in Person.
- Coordinate operations with sales representatives.
- Participate in the continuous improvement of the existing system.
- Provide product information and guidance to customers.

Customer Sales and Service Expert and Retention/Loyalty Concentrix: 04/2023-01/2024

(Kitchener, Canada)

Job profile:

- 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.

Education and Extra Activities:

I am an International Student at Conestoga College and in my last level as only three months remain to complete my post-graduate studies. I have completed my Bachelor of Science in information technology with an overall 8.02 CGPA (Cumulative Grade Point Average) without any backlog.

I have done many development projects. I have also served in the **National Service Scheme (NSS) for two years as a volunteer and have the certification for the NSS camp, which will help people.** The NSS is a voluntary scheme providing hands-on experience to students in community service. I also contributed to Uka Tarsadia University by managing and leading various committees during the UthFest 2019 event.

Thank you for considering my application. My skills would be valuable in your company, and I look forward to any opportunity to show you how I can assist in your organization. I am legally eligible to work Full time in Canada. I've attached my resume and would happily provide any additional information.