

Kishankumar Anilkumar Joshi

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Objective:

I am a dedicated and hardworking individual seeking a challenging role as a Copy & Print Centre Representative to leverage my customer service expertise, communication skills, and passion for providing tailored solutions.

Certifications:

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

Skills:

- Strong communication
- Problem solver
- Multitasking
- Organizational
- Punctual worker
- Flexible
- Teamwork and collaboration
- Persuasive speaker
- Technology savvy
- Customer interface expertise
- Work 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
- Contributed to 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
- Handled billing adjustments and refunds
- Managed 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

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, gaining hands-on community service experience
- Managed and led committees during UthFest 2019 at Uka Tarsadia University

Thank you for considering my application. I am eager to contribute my skills and expertise to your company, and I look forward to discussing how I can bring value to your organization. I am legally eligible to work full-time in Canada. I have attached my resume and am available for any additional information.