

Kishankumar Anilkumar Joshi

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Objective:

Dedicated and results-driven individual seeking a challenging role as an Over-the-Counter Associate, bringing a strong background in customer service, communication, and problem-solving to contribute to the success of your team.

Certifications:

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

Skills:

- Excellent communication
- Problem-solving
- Understanding customer needs and retention strategies
- Multitasking
- Organizational skills
- Punctual and flexible
- Teamwork and Collaboration
- Persuasive speaker
- 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
- Participated in 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
- Developed technical and mechanical proficiency to assist customers and field staff with service issues
- Provided timely reports to senior managers on sales activities and metrics

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

Additional Qualifications for OTC Associate Role:

- Adept at maintaining patient confidentiality
- Ability to rotate stock and check for expired products
- Familiarity with procedures for ordering, clearance, markups/markdowns, and pricing

Thank you for considering my application. I am eager to bring my skills and dedication to your team as an Over-the-Counter Associate, and I look forward to the opportunity to discuss how I can contribute to the success of your organization. I am legally eligible to work full-time in Canada. I've attached my resume and would be happy to provide any additional information.