

Krish Patel

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Personal Summary

- Able to learn new tasks and systems with ease and interest.
- Flexible schedule, highly dependable, punctual, and reliable
- Proficient in Microsoft Office
- Customer Service Representative focused on greeting all customers in a friendly, welcoming manner.
- Good decision maker with ability to work under pressure to meet deadlines.
- Self-managed and result oriented, able to work well in a team environment.
- Positive attitude, always choosing to understand all option before making decision.
- Effectively communicate in adequate English

EDUCATION

Higher Secondary School

Shri Sahajanand School, Visnagar, Mehsana, Gujarat

Apr 2020 - Completed

Advanced Diploma in Computer Programming and Analysis

Seneca College of Applied Arts & Technology, Toronto

Sept 2021 - Present

WORK EXPERIENCE

Customer Service

/Cashier: D-Mart Shopping
mall Ahmedabad, India

Mar. 2018 - Feb. 2020

Directed customers to the right products in the store.

- Stocked shelves and reconciled inventory.
- Helped customers solving their disputes.
- Assisted customers with general inquiries, concerns, or complaints.
- Provided general help to keep the store clean and always organized.
- Processed exchanges and refund whenever applicable.
- Experienced Counted opening cash drawer, handling cash, credit card and debit transaction and online transactions.

E-commerce Store Associate: Walmart Supercentre, Toronto, Canada

- Handled Online customer orders.
- To verify orders from food products to electronics.
- Assisted customers with inquiries, concerns, or complaints.
- Check if the product qualifies for the return.
- Processed exchanges, refunds and returns from store and online from Doordash, Uber-Eats, and from 3-rd party warehouse online.
- Experienced with counted opening cash drawer, handling cash, credit card and debit transaction and online transactions.
- Guided customers for online shopping platform who are not familiar with the online shopping things.

Skills

- Good Communication skills and hard working.
- Time management.
- Basic Computer skills. (Specially in Microsoft office)
- Programming.
- Handling online shopping sites from company side for customer fulfilment.
- Provide exceptional customer service.
- Quick learner in technology things.
- Effective leadership skills.
- Multitask oriented.
- Can handle cash and online transaction.
- Friendly nature with everyone.

