

PANKAJ CHOUDHARY

(204) 698-1536 | pankajc2041@gmail.com

SUMMARY OF QUALIFICATIONS

- Motivated towards achieving set goals and deadlines in timely manner.
- Demonstrated effective communication and interpersonal skills, including excellent phone etiquette in order to provide the highest level of customer service
- Ability to follow instructions well and manage duties independently requiring minimal supervision
- Expertise in client services, account management and relationship-building.
- Experienced with Microsoft Office (Word, Excel, PowerPoint) on Windows and MacOS

WORK EXPERIENCE

Customer Service Representative You Broadband

January 2020 – July 2021

- My main role was to deliver exceptional services by providing detailed knowledge of You Broadband's products to customers.
- Ensure complete customer satisfaction by identifying and resolving problems through the provision of the best innovative solutions.
- Made service upgrade recommendation to customers based on their lifestyle, expectation, and budget.
- Achieved an average customer survey result of 95% by maintaining the highest level of satisfaction without compromising the company's internal process integrity.

Admissions Office Assistant Lovely Professional University

April 2019 – August 2019

- Processed admissions files of new admitted students.
- Counselling students with the university's rules and policies.
- Enrolled students into their program and printed their ID Cards.

EDUCATION

- **Bachelor of Science – Computer Science** – University of Manitoba, Winnipeg, MB
September 2021 – Present
- **Diploma – Computer Science and Engineering** – Lovely Professional University, India
August 2018 – July 2021

SKILLS

- Ability to work independently as well as a team player.
- Excellent communicational and inter-personal skills.
- Excellent time management and organizations skills.
- Friendly, Patient and Quick learner.
- Fluent in English and Hindi.
- Customer problems are handled appropriately, escalating issues when necessary.
- "First impression" by greeting and engaging customers in a range of sales, service and informational conversations.
- Additional skills: Punctuality, Adaptability, Positive Attitude