

Riya Sara Joy

Customer Support Representative

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Hardworking and passionate job seeker with strong organizational skills. Great team player with good leadership qualities and better Interpersonal communication skills. Passionate and attentive person with a proven track record of providing great customer service. Ready to help achieve company goals.

Technical Profile

- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint
- Microsoft Outlook

Competencies

Time management
Quick learner
Multi-tasking
Stock management
Flexible
Customer Support

Active Listening Skills
Good memory
Reporting Skills
Teamwork
Coordination
Organizing

Work History

2023-04(currently)

Customer Service Associate

Asiyan's Retail and Fashion, Scarborough

- Ensuring high levels of customer satisfaction through excellent sales service.
- Maintaining outstanding store condition and visual merchandising standards.
- Ascertain customers' needs and wants.
- Recommending and displaying items that match customer needs.
- Greeting customers.

2019-10 - 2022-11

Admission Coordinator

Mangalam College of Engineering, Kerala, India

- Maintained students and parents satisfaction with forward-thinking strategies focused on addressing students needs and resolving concerns.
- Worked with different departments across the college, office work, budget handling.
- Evaluated customer issues and caller trends to determine areas in need of improvement and implement proactive corrections based on the college admission.

2017-09 - 2019-09

Cashier/Customer Service Associate

Lazza Ice Cream, Kerala, India

- Taking orders (phone and in- person)
- Process customer payments by cash, debit and credit card.
- Inquire about guest experience and smooth any issues.
- Answer telephone calls regarding menu questions and catering orders.
- Checked out customer purchases quickly ensuring accurate prices and provided efficient customer service.
- Engage in re-stocking during slow time or other tasks assigned by the senior members.

2016-06 - 2017-08

Team member/Cashier

Arabian Grill House Restaurant, Kerala, India

- Operated sales register quickly and effectively.
- Restocking everything in a timely manner.
- Consistently provided friendly guest service and heartfelt hospitality.
- Perform all position responsibilities accurately and in a time manner.
- Dishwashing and assured cleanliness and sanitization of all work area and the food is stored away properly.

2016-06 - 2017-08

Warehouse Associate

Sha Warehouse, Kerala, India

- Prepared orders for shipment by picking, packing and labeling merchandise.
- Inspected incoming and outgoing shipments to verify accuracy and prevent errors.
- Maintained warehouse accessibility and safety for customer traffic by discarding empty boxes and removing obstacles from aisles.
- Verified quantity and description of materials received by checking merchandise against packing list.
- Worked safely around moving machinery.
- Checked packages and merchandise for damage and notified vendors.

Education

2023-01 (*Pursuing*)

Advanced Diploma: Software Engineering Technology

Centennial College, Progress Campus, Toronto, Ontario

2012-08 - 2016-05

Bachelor of Technology: Electronics And Communication Engineering

Mangalam College of Engineering, Kottayam, India

2017-08 - 2019-06

Masters of Technology: VLSI & Embedded System

Mangalam College of Engineering, Kottayam, India

Availability

Sunday, Monday, Tuesday, Wednesday, Thursday, Friday & Saturday - Full Day(overnight)