

AKHIL RETHNAKARAN

✉ a.rethnakaran@gmail.com | ☎ +1 4168715439 | 📍 Scarbrough, Ontario

Availability

Full-Time on Monday, Tuesday, Thursday, Saturday and Sunday.

AVAILABLE TO DO OVER NIGHT SHIFTS THROUGHOUT THE WEEK

Experience

Canara Bank

Perumbavoor, Kerala

CASHIER AND SALES REPRESENTATIVE

Jan 2012 – Oct 2014

- Assisting customers with daily cash inquiries which includes accepting credit slips, sorting of checks, and ensuring a balance in all transactions at the end of the working period.
- Providing relevant information to customers on products and services available in the bank.
- Demonstrating products or services to customers and explaining their features and benefits.
- Maintaining an extensive report on daily, weekly, and monthly transactions.

Right Click IT Solutions

Thodupuzha, Kerala India

CUSTOMER CARE REPRESENTATIVE

June 2015 – Dec 2019

- Providing technical support to customers with computer hardware or software issues.
- Diagnosing problems with computers, laptops, printers, or other peripherals.
- Providing solutions to technical problems by identifying the root cause of the problem
- Providing customers with information about products and services offered by the company.
- Maintaining accurate records of customer interactions and transactions.

Evelabs Technologies Pvt Ltd

Ernakulam, Kerala, India

SALES AND CUSTOMER CARE SUPPORT

May 2020 – July 2023

- Performing inside sales, including telemarketing, prospecting, account penetration, and product application consulting.
- Providing customers with information about products and services offered by the company.
- Troubleshooting customer issues, providing data and guidance to the sales team, managing sales tracking tools, and analyzing sales trends.
- Liaising with account managers, staying updated on product launches, and suggesting sales process improvements.
- Providing troubleshooting assistance for customer orders, account statuses, and relevant problems.

Skills

Software Skills: Office Tools - Word, Excel and Power Point, Canva, Adobe Photoshop

Language Proficiency: Handles English, Malayalam, Tamil and Hindi at ease

Education

Mahatma Gandhi University

Kottayam

BACHELOR OF TECHNOLOGY

May 2011

Centennial College

Scarborough, Ontario

SOFTWARE ENGINEERING TECHNOLOGY - ARTIFICIAL INTELLIGENCE

Sept 2023 – Present