





AKSHITA SHARMA

CONTACT

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 [LinkedIn](#)
 Brampton, ON

SKILLS

Customer Service
Retail Sales
Store Management
Sales force
Leadership
Discipline
Communication skills
Time Management
Microsoft Office & Excel
Organizational skills
Product and Brand Knowledge
Reliable and hardworking
Empathy and Friendliness
Conflict Management

EDUCATION

High School | Non-Medical

DAV School, Phillaur

2021-2022

Computer Programming | IT

Sheridan College- Davis Campus

2023-Present

AVAILABILITY

Tuesday
Friday
Saturday
Sunday

PROFILE

Experienced, energetic, friendly Customer Service Representative with one year of Inbound and Outbound sales experience to obtain an awarding position within Customer Service, where I can apply the skills, I have gained throughout my years of service. Hold the "CAN DO" personality, whenever the hard works calls in. Seeking a rewarding position within Customer Service, I am eager to contribute my wealth of experience and skills to an organization that values innovation, teamwork, and a commitment to exceeding customer expectations.

WORK EXPERIENCE

Cashier/Customer Service

Brampton Cash & Carry

Feb, 2023 - Nov, 2023

- As a customer service representative, Akshita greeted customers warmly, addressing their inquiries about products and services with enthusiasm.
- Greeted customers warmly, contributing to a positive store atmosphere and a 20% increase in customer satisfaction scores.
- Operated the cash register efficiently, processing an average of 100 transactions daily with 99.5% accuracy.
- Addressed customer inquiries regarding store policies and procedures, reducing customer escalations by 15% through clear and concise communication.
- Beyond transactional tasks, Akshita ensured a positive customer experience by proactively addressing issues.
- Maintaining the checkout areas cleanliness was a priority, and Akshita also played a role in restocking shelves with merchandise when needed. These efforts contributed to a seamless and pleasant shopping environment.

Tele Communicator

Omarx Technologies

Jan, 2022 - Nov, 2022

- As a Tele-communicator at Omarx Tech, Akshita consistently delivered outstanding customer service.
 - Managed incoming calls and provided technical support, achieving a 90% customer issue resolution rate within a target timeframe.
 - Implemented innovative solutions to optimize communication processes, resulting in a 40% increase in team efficiency.
 - Built strong relationships with clients through effective communication, contributing to a 25% improvement in customer satisfaction surveys.
 - Interpersonal skills were key in building strong relationships with clients and colleagues, fostering transparent and effective communication.
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REFERENCES

Available Upon Request