

SHRAWAN KHANAL



shrawankhanal6@gmail.com



437-661-7962



Phyllis Ave Scarborough ON

PROFESSIONAL SUMMARY

Enthusiastic and motivated individual passionate about customer service. Team player works well both independently and within team settings to achieve goals. Skilled communicator and problem solver committed to creating positive customer experiences.

SKILLS

- Prioritizing Calls
- Call Transfers
- Safety Regulations
- Customer Relationship Management
- Customer Service and Assistance
- Investigate Claims
- Calm and Professional Under Pressure
- Cross-Functional Team Collaboration
- Multi-Line Phone Systems
- Customer Complaint Resolution

EDUCATION

Centennial College

Progress Campus

Advanced Diploma

Pokhara Engineering College

Pokhara 07, Kaski Nepal • 03/2022

High School Diploma

WORK HISTORY

Khaanpin Pokhara - Customer Service Associate

Zero KM Pokhara • 10/2021 - 06/2023

- Helped large volume of customers every day with positive attitude and focus on customer satisfaction.
- Actively listened to customers, handled concerns quickly and escalated major issues to supervisor.
- Answered customer telephone calls promptly to avoid on-hold wait times.
- Offered advice and assistance to customers, paying attention to special needs or wants.
- Informed customers about special promotions and provided detailed information for various products.
- Provided training and support to new associates to help provide high-quality customer service.

Min Mart - Sales Associate

Sabhagriha Chowk • 08/2019 - 10/2021

- Organized racks and shelves to maintain store visual appeal, engage customers, and promote specific merchandise.
- Helped customers locate products and checked store system for merchandise at other sites.
- Prepared merchandise for sales floor by pricing or tagging.
- Rotated stock and restocked shelves to maintain product availability and store appearance.

CERTIFICATIONS

- Smart Serve Ontario

AVAILABILITY

- Friday - Open
- Saturday - Open
- Sunday - Open
- Monday - Till 6PM
- Wednesday - Till 6PM