**[Customer Service Representative](https://www.postjobfree.com/resume/ad092v/customer-service-toronto-on-canada)**

**Location:**Toronto, ON, Canada

**Posted:**November 19, 2023

**Contact Info:**

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**Resume:**

MOHONA TASMI MIR

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OBJECTIVE

To obtain a retail role within a financial institution that utilizes my skills, knowledge and experiences to achieve professional growth as well as company goals.

EDUCATION

International Business Management Diploma - Toronto ON

Centennial College 09/09 - 05/11

SKILLS

•Fluent in English, Bengali, Hindi and Urdu

•Proficient in Microsoft Office Suite

•Strong customer service skills

•Independent and a team player

•Communication

EXPERIENCES

Customer Service Associate 03/21 - 03/22

Switch Health - Mississauga, ON - Remote

•Processed transactions, booked appointments, provided results as per standardized operating procedures and Switch Health Code of Conduct.

•Understood and determined customer needs to recommend solutions specific to their needs while exercising discretion in confidential matters.

•Responded and resolved customers' concerns using standard procedures as necessary.

•Achieved assigned goals and business objectives by promoting solutions and completing tasks in a timely and accurate manner.

Customer Service Representative 06/18 - 11/21

The Bank of Nova Scotia - Toronto ON

•Executed financial transactions according to bank policies and procedures, bill payments, deposits and other financial needs.

•Resolved any inaccurate transactions and/or fraudulent activities on clients’ account.

•Served as first point of contact and technical resource for all customer inquiries and issues.

•Managed customer profiles, opened new bank deposit accounts, and processed deposits and loan products submitted via telephone, mail, and internet.

•Met quotas on selling new checking and savings products, certificates of deposit and other banking products.

Receptionist, Administrative Assistant 10/15- 06/18

Care Insurance & Financial Ltd - Toronto ON

•Provided ongoing administrative support to senior executives, driving organizational success through the management of daily operations and special projects.

•Worked on the Real Estate & Tax admin work, Audit, T1OVP.

•Generated accurate and concise communication by composing memos, letters, reports and presentations.

•Planed, coordinated, and finalized details for travel arrangements and business development events.

•Conducted spearhead training and development program for new employees.

•Served as primary point of contact for an average of 50 incoming phone calls daily, addressing inquiries and resolving concerns.

Customer Service Representative and Expeditor 04/14 - 08/15

Hudson Bay - Toronto ON

•Organized and prepared shoes for the display for sales by brand, style and color.

•Promoted the company’s HBC credit and loyalty programs and achieves targets.

•Engaged and interacted with customers in accordance with the G.R.E.A.T(Get ready, engage, add value and transact) service model.

•Maintained cleanliness and organized in assigned areas.

•Maintained a professional and productive work environment.

•Processed all point of sale (POS) transactions accurately and efficiently while maintaining a friendly and professional demeanor.