**[Customer Service Representative](https://www.postjobfree.com/resume/ad2t1z/customer-service-scarborough-on)**

**Location:**Scarborough, ON, Canada

**Posted:**January 16, 2024

**Contact Info:**

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**Subject:**Response to your resume Customer Service Representative

Message 

Job Description (optional) 



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**Resume:**

MINU SAMRAJ

113 Citadel Drive

Toronto, ON

M1K 4S8

Cell: 437 848 5413

minujithincanada@gmail.com

Hiring Manager

Customer Service

Dear Manager,

As a highly skilled Customer Service Representative and recently read your advertisement/job posting and have taken the liberty of enclosing my resume for your perusal. I am confident that with my background I would be an asset to your company. I possess a strong desire to build a career within your company, and to be involved in the day-to-day operations and working along with others in a team environment.

My core strengths include, but are not limited to the following;

•Dynamic customer service in both call-center and retail store settings

•Productive relationship builder; excel at listening to customer needs, articulating product benefits and creating solutions that provide value to the customer

•Highly professional--dependable, reliable and able to perform duties with minimal supervision

•Respond to telephone inquiries, providing quality service to customers and associates inquiring about the availability of products or status of orders

•Listen attentively to caller needs to ensure a positive customer experience

•Access electronic and paper cataloging systems to look up product information and availability.

•Strive for quick complaint resolution; commended by supervisor for the ability to resolve problems on the first call and avoid escalation of issues

•Excel within a service-oriented company, demonstrating a talent for communicating effectively with customers from diverse backgrounds

•Ensured customers were satisfied with every part of the flooring experience, from initial greeting through order completion

•Memorized the company’s product offerings; contributed to a 12% sales increase for the quarter by communicating product benefits and providing excellent service

•Recommended solutions within customer budgets and proactively followed up with all leads

The attached resume summarizes my experience and demonstrates my successful achievements throughout my employment history and I would welcome the opportunity to discuss with you how I might assist you in your current employment needs. I can be reached at the above contact information.

Sincerely,

MINU SAMRAJ

Enclosure Resume

MINU SAMRAJ

113 Citadel Drive, Toronto, ON M1K 4S8

437 848 5413 minujithincanada@gmail.com

CAREER OBJECTIVE: Customer Service Representative

HIGHLIGHTS OF QUALIFICATIONS

•Proven track record of outstanding sales results and high productivity

•Productive relationship builder; excel at listening to customer needs, articulating product benefits and creating solutions that provide value to the customer

•Memorized the company’s product offerings; contributed to a 12% sales increase for the quarter by communicating product benefits and providing excellent service.

•Effectively answer incoming telephone calls from customers with billing inquires, transfer of telephone numbers, adding new lines, take payments etc.

•Highly organized individual with the ability to multi-task effectively and efficiently

•Ability to solve complex issues while balancing risk and opportunities

•Proactive, agile, reliable and motivated team player with a high drive to succeed.

•Provided timely and accurate guidance to customers

•Adhered to corporate processes and controls

•Met and exceeded the allocated sales targets by identifying opportunities for cross sells, up sells and value ads opportunities

RELEVANT EXPERIENCE

•Enhanced customer’s knowledge regarding various products the company offers and helping them to choose the appropriate

•Answered incoming telephone calls from customers, retailers and brokers to amend policies and effectively handled queries

•Made outbound calls to customers for policy renewals

•Inbound calls, and successfully provided all day to day needs including financial transfers, bill payments and stop payments

•Responded to customer inquiries, providing information on products, and services.

•Cross-sell products and services based on customer needs, in accordance with the program standards

•Maintained high degree of accuracy and confidentiality with customer accounts.

•Responsible for assisting customers with MasterCard products and ensure customer satisfaction is the priority

•Supported the achievement of Customer Contact Centre business success by providing exceptional service and sales support to clients

•Achieved and surpassed targets while maintaining highest service and customer satisfaction levels

•Provided high level of customer service to maintain client relationships within compliance parameters

•Expert in OLG terminal and billing expert.

•Expert in POS - Visual Touch.

•Inventory control and prioritize the product as per the self life.

EDUCATION

Civil Engineering P A Aziz College 2008-2015

WORK EXPERIENCE

Driver Helper UPS 2019-2020

InventorySupervisor INS Franchise 2022-2023

Assistant Resident Manager 25 - Cougar court 2023