

ABOUT ME

Enthusiastic and dedicated professional with a diverse background in sales, customer service, logistics, and technical support. I am eager to bring my skills in communication, problem-solving, and teamwork to your esteemed organization. My passion for delivering exceptional service and my commitment to excellence make me a perfect fit for your team. I am excited about the opportunity to contribute to your success and grow alongside your company.

EDUCATION

GRADE 12

Thanbeehul Islam Higher secondary school /

SKILLS

MICROSOFT OFFICE

STRONG PROBLEM-SOLVING ABILITY

CUSTOMER SERVICE AND COMMUNICATION

TIME MANAGEMENT

ATTENTION TO DETAIL

RELIABILITY AND PROFESSIONALISM

LANGUAGES

ENGLISH

HINDI

MALAYALAM

AHEMAD JAHSEEL

CUSTOMER SERVICES REPRESENTATIVE

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WORK EXPERIENCE

EASY APPLIANCE REPAIR

Toronto

Apr 2023 - Present

Appliance Technician

- Diagnose and repair a wide range of household appliances, including refrigerators, ovens, dishwashers, washers, dryers, and microwaves
- Provide exceptional customer service by explaining repairs, answering questions, and offering maintenance tips.
- Order and replace parts as needed and ensure timely completion of repair jobs.
- Maintain accurate records of repairs, parts used, and service calls using work order management systems
- Stay up-to-date with industry standards and product knowledge through ongoing training and certification Programs

SHARK LOGISTICS

Toronto

Oct 2021 - Apr 2023

Route planner and Package sorter

- Plan and optimize daily delivery routes for maximum efficiency so that packages can be delivered promptly while ensuring customer satisfaction.
- Maintaining accurate delivery records and implementing packages handling techniques to prevent damages or loss.
- Providing customer with updates on their packages and maintaining communication effective between despatcher and customer.
- Fill up to role of delivery driver if needed to rise the team spirit and moral.

SOBEYS URBAN FRESH

Toronto

Feb 2019 - Oct 2021

Front end Customer Service Representative

- Streamlined the checkout process by reducing average transaction time leading to a significant increase in customer satisfaction scores.
- Trained and mentored new staff on POS system functionalities and payment procedures, resulting in a decrease in training time and boosting team competency to handle peak hours effectively.
- Facilitated smooth payment transactions across various methods, successfully processing many transactions daily while maintaining an accuracy rate of 99.5%, significantly reducing discrepancies and enhancing operational efficiency.
- Enhanced customer experience by promptly addressing and resolving concerns, leading to greater satisfaction.

ELIAT CERAMIC

Kasaragod, Kerala

May 2017 - Jul 2018

Sales Associate

- Elevated customer satisfaction through the implementation of personalized service techniques, resulting in increase in repeat business.
- Achieved monthly sales targets consistently by utilizing effective upselling strategies and enhancing product knowledge among team members.
- Streamlined store operations by optimizing inventory management processes, resulting in reduction in stock discrepancies and improving overall customer satisfaction.