

Ajay Singh

Customer Service Executive



Seeking a suitable position, where my past experience would be fully utilized in a career opportunity and where would make a significant contribution to the success of my employer will have gained me a career advancement.

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WORK EXPERIENCE

CUSTOMER SERVICE EXECUTIVE NESTO WESTERN INTERNATIONAL GROUP

03/2021 - Present Sharjah, UAE

NESTO was incorporated in 2004 by K.P. Basheer as a retail venture and has captured millions of hearts over a short span of time to become the most preferred choice among customers. We have emerged as one of the fastest-growing retail chains over the years with 90 outlets operating across the GCC and India.

Achievements/Tasks

- Setting performance goals.
- Monitoring customer service metrics .
- Resolving customer issues

Contact : Mr. Harman Singh Cash Supervisor - +971 58 929 1824

CASH & ADMIN (FRONT-END INCHARGE) RELIANCE RETAIL PVT.LTD. INDIA

06/2017 - 03/2021 Kapurthala, PUNJAB

Reliance Retail is a subsidiary of Reliance Industries Limited, one of India's largest conglomerates. It is the largest retailer in India and operates over 12,000 stores across the country in various formats such as grocery stores, hypermarkets, supermarkets, and convenience stores.

Achievements/Tasks

- Collecting and depositing cash.
- Recording cash transactions.
- Coordinating office activities.
- Managing office supplies.

Contact : Mr. Akash Sharma - +91 99888 56669

EDUCATION

BACHELOR OF ARTS Guru Nanak Dev University

06/2019 - 12/2021 Amritsar PUNJAB

HIGH SCHOOL DIPLOMA Govt. Sen. Sec. School

04/2015 - 05/2016 Kapurthala PUNJAB

BASIC COMPUTER Akal Academy Institute of Computer Science

06/2016 - 12/2016

SKILLS

Conflict resolution

Time management

Communication

Financial acumen

Analytical thinking:

Attention to detail

PERSONAL PROJECTS

Learn a new skill (06/2021 - Present)

- Learning a new skill, such as a programming language, a musical instrument, or a foreign language, is a great way to expand your knowledge and capabilities. You could take an online course, read a book, or attend a workshop to learn a new skill.

ACHIEVEMENTS

Increased customer satisfaction ratings.

Increased sales or revenue.

Improved cash flow management.

Reduced costs associated with cash handling.

Created a successful customer service program.

LANGUAGES

English
Full Professional Proficiency

Hindi
Native or Bilingual Proficiency

Urdu
Professional Working Proficiency

Punjabi
Native or Bilingual Proficiency

Arabic
Elementary Proficiency

INTERESTS

Technology

Music

Arts and Culture

Food and Cooking

Travel

History