



# Angelo Pawar

## Customer Service

Motivated and customer-focused professional with 1 year and 6 months of experience in delivering exceptional service in fast-paced environments. Proven ability to handle high call volumes, resolve customer inquiries efficiently, and maintain a positive customer experience. Skilled in active listening, problem-solving, and using CRM tools to track and manage customer interactions. Recognized for strong communication skills, attention to detail, and a commitment to customer satisfaction.

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📍 440. Vishal nagar tarasli Vadodara Gujarat, Vadodara, India

## EDUCATION

### 10th SSC

Jharkhand open school

2016 - 2017

### 12 commerce

Jharkhand open school

2017 - 2018

### Aviation Management ground handling

inspire traning institute

12/2019 - 12/2021

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#### Courses

- Customer service, airport rules and regulation's, Ramp operations study's

## WORK EXPERIENCE

### Cashier

Earth Supermarket Abu Dabhi

11/2021 - 12/2022

Abu Dhabhi

#### Retail indu

#### Achievements/Task

- Handle Transactions: Accurately scan items, process payments (cash, card, mobile), and give correct change or receipts. Customer Interaction: Greet customers, answer basic questions, and provide excellent customer service. Maintain Clean Workspace: Keep the checkout area tidy and organized. Balance Cash Drawer: Count and reconcile the cash register at the beginning and end of a shift. Follow Store Policies: Comply with safety, security, and return/exchange procedures.

### Customer service agent Red Bus Process

Concentrix

06/2023 - 11/2023

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#### Achievement/Tasks

- Greet customers politely. Listen actively to understand the issue. Use CRM tools to check customer records. Troubleshoot basic product/service issues. Escalate complex problems to the next level. Provide accurate information in a clear manner. Handle multiple chats simultaneously (if required). Use clear, professional, and friendly language. Maintain fast and accurate typing (around 30–40 WPM minimum).

## SKILLS

Customer service

Communication

Flexibility

Team work

Problem slover

Quick decision maker

## CERTIFICATES

Employee of the month (05/2022 - 06/2022)

Making store rate from 3.09 to 5.09

## LANGUAGES

English

Full Professional Proficiency

Hindi

Full Professional Proficiency

Gujaraati

Full Professional Proficiency

Marathi

Full Professional Proficiency

Arabic

Full Professional Proficiency

Portuguese

Full Professional Proficiency

## INTERESTS

Dance

Singing

Guitar

Cooking

Swimming