

RUCHIKA

105 Elgin Drive , Brampton

437-557-2923

ruchiarora18022@gmail.com

OBJECTIVE

Seeking an opportunity to work part time where I can showcase my problem-solving skills and my prior skills. Motivated and hardworking student, quick learner, Good at team work, ability to cope up. To explore new areas of work in a dynamically stable organization

EXPERIENCE

August 2022-December 2022

Virtual customer service • AMAZON • Chandigarh, India

- Works as customer service associate.
- Worked in Retail , Digital and Escalation
- Achieved 100 Yeses in a week by customers in amazon yes/no feedback form
- Got High satisfaction ratings through proactive one-call and one-chat resolutions
- Worked in night and day shifts both to support customers of amazon.ca (Canada), amazon.com(USA) and amazon.in (India)

January 2022-July 2022

Vishal Mega Mart - Service associate -Ambala , India

- Registers sales on cash register by scanning items
- Resolve Customer issues and answer questions
- Process Return transactions
- Handled departments of the store in Part time shifts

September 2021-December 2021

Hungry Hub - Assistant Manager-Ambala India

- Creating a welcoming environment for the customers while working in fast paced operations
- Perform shift change tasks each day to keep store neat
- Ability to manage the store alone
- Being polite and helpful towards customers and fellow employees
- Prepared sandwiches and other menu items according to customer needs

EDUCATION

Lambton College

Mississauga, Canada

Diploma in Project Management -Current

Bachelor of Science

(Majors in Maths and Physics)

Completed in 2021

SOFT SKILLS

- Work Ethic
- Verbal and Written communication
- Understanding customer needs
- Punctual and Teamworker
- Upbeat and positive personality
- Time management and creative problem solver
- Work Prioritization
- Adaptability

LEADERSHIP

Served as President of MATHEMATICS ASSOCIATION in Final year of college

Served as Captain of NEHRU HOUSE in Senior Secondary Year

LANGUAGES KNOWN

English , Hindi and Punjabi

INTERESTS

- Walking
- Spending time with dogs
- Finding exotic destinations
- Learning new languages
- visiting nature spots

AVAILABILITY

Tuesday, Thursday ,Saturday and Sunday – Full time

Full Week Available for Evening shift