**Arsh Deep**

**36 Lathbury Street, L7A0R5**

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**Objective:**

To succeed in an environment of growth and excellence and earn a job which provides me job satisfaction and help me to achieve personal as well as organizational goals.

**Education**:

* + Diploma of Tourism Managements [ Pursuing ]
	Centennial College, Canada
	+ High School 12th [ 2020 - 2021 ]

Nachiketan Public School

**Skills:**

|  |  |  |  |
| --- | --- | --- | --- |
| * Clear communication
 | * Customer satisfaction
 | * Results oriented
 | * Microsoft Office
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| * Adaptable
 | * Problem solving
 | * Team player
 | * Point of Sale (POS) Systems
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| * Attention to detail
 | * Conflictg resolution
 | * Time management
 | * Case Management System
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**Work Experience**:

**Lululemon, Ontario [ September 2022 – Till date ]**

**Warehouse Associate**

* + Maximized operational duties to ensure that the store always complies with store standards including basic **housekeeping, pricing** and **inventory** **stock replenishment** , **creating invoices** as required.
* Answering **inbound calls of customers/vendors** and providing quick resolution and support, **Outbound calls to track** status of pending issues.
	+ Reviewed scope of each project to **estimate number of man hours** required in each department
	+ Worked on **onboarding** of new employees in the team and timesheet management.
* Conducting weekly team meetings for tracking pending issues.
* Order office supplies and maintain inventory and determine and establish office procedures and routines and schedule and confirm appointments
* Open and distribute regular and **electronic incoming mail and other material and co-ordinate the flow of information.**
* **Set up and maintain manual and computerized information filing systems**

**RJ Market,** **Sault Ste Marie ,Ontario [April 2022 – September 2022 ]**

**Customer Service Associate**

* + Gained experience in customer service and fast-paced hospitality environment, developed **strong relationships** with customers by uncovering their individual needs and providing effective solutions.
	+ Provided quality service to customers, ensured a pleasant experience and atmosphere, and inquiries on store items and availability.
	+ **Accurately processed payments** by inputting items in register system and managed cash or credit card transactions.
	+ Ensuring that **internet services** are available in the store, troubleshoot, inspect and test Desktops and Printers and POS terminals are working as expected and raised support request to POS vendors for any issue.
	+ **Backup and Restore computers** to original factory settings and verifying POS authentication working for all employees.
	+ Managed transactions with customers using cash registers
	+ Scan goods and ensure pricing is accurate, Collected payments whether in cash or credit, Issued receipts, refunds, change or tickets, redeem coupons etc.
	+ Ensuring that **inventory is upto date** and required items are documented to be ordered by the store supervisor.
	+ Resolved **customer complaints**, guide them and provide relevant information.

**Airtel Postpaid Services [ Jan 2020 – March 2022 ]**

**Sales/Customer Service support**

* Providing guidance, assistance, coordination and follow up on client questions related to
* postpaid plans, special offers and billing options.
* Preparing service tickets and handling it over to the customer support supervisors.
* Team Management and allocating tasks to the team members.
* User account management.
* Create action plans for analyzing and resolving customer issues.
* Providing details for new products and plans to customers and follow up the case over
* email to customer to sign up.
* Assisting and building the new team members to understand the environment

architecture and support procedures.

 **Trainings and Workshop**

* Risk Management and Disastor recovery Workshop [Centennial College, 2022 ]
* Hire me workshop [Algoma University ,2022 ]
* Certificate of Dangerous goods [ Roadlink Express, 2022 ]

References available upon request