

SONALIKA SANGRA

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Objective

I thrive on **challenges and ambitious goals**. My greatest strength is the ability to combine my **analytic skills** with **interpersonal skills**. I am a reliable and dedicated worker and seeking a part-time position within your organization to further use my skills and experiences to process more efficiency

Key Skills:

- Focused on providing outstanding customer service.
- Using Microsoft word, Excel and Outlook to manage data and contact customer
- Excellent communication and listening skills.
- Can work independently in a fast-paced setting and can easily adapt to any role.
- Confident in resolving customers' issues.
- Possess strong multitasking skills and Time management.
- Excellent ability to navigate multiple computers
- Ability to learn a variety of software programs quickly.
- Ability to work with numbers to produce productivity reports and track productions metrics

EDUCATION:

Btech –

Computer Science, CT Institute of Engineering Technology And Management, Jalandhar (August 2016)

MBA -Business Administration, International Business University , Toronto(Present)

WORK HISTORY:

April2019-April2024-Customer Service Representative / Modern sandeepni school|Pathankot,India

- Maintain a positive and friendly tone with customers at all times.
- Identify the appropriate response and strategy to solve customer issues as quickly as

possible.

- Resolving issues and troubleshooting technical problems.
- Answering calls and questions about the company's product services.

Restaurant Manager- May2018-march2019-SUBWAY,Pathankot,India

- Handle customer complaints by providing solutions and giving better experience. ● Understand customer needs and listen to their demand to give them appropriate service.
- Give training to all supervisors and team members for resolving customer issues and answer all questions.
- Deal with customers in an intense environment by understanding their point of view.

May 2017-November 2017 Customer Service Representative Domino's Pizza Amritsar,India

- Maintaining a positive, empathetic, and professional attitude toward customers at all times. ● Responding promptly to customer inquiries.
- Communicating with customers through various channels.
- Acknowledging and resolving customer complaints.
- Knowing our products inside and out so that you can answer questions
- Processing orders, forms, applications, and requests.
- Keeping records of customer interactions, transactions, comments, and complaints. Reference

upon request