



INFO

0225058936
pradeepvaghela1994@gmail.com

CITY
Auckland, New Zealand

NATIONALITY
Indian

LANGUAGES
English, Hindi, Gujarati

SKILLS

Great Communication

Analytical Thinker

Great Interpersonal

Good Team Member

Quick Adapter

Pradeepsinh J Vaghela

CUSTOMER SERVICE REPRESENTATIVE

PROFILE

Customer Service Representative with Tremendous service in Aviation and Hospitality ,Retail Industry. Commended on multiple occasions by the Management and customers themselves for superb customer service and communication skills.

EMPLOYMENT HISTORY

Customer Service Representative , Auckland, New Zealand
Mobil Gas Station
March 2023 - August 2023

Serving Customers.
Counting the till before the Shift. Maintaining the Stock in the Shelves.
Making the Coffees.
Cashing up the Total Till in the End.

Customer Service Representative , Auckland, New Zealand
British Petroleum
September 2021 - October 2022

Serving the Customers.
Baking the Pies.
Graveyard Duties.
Making the Coffee.
Doing Stock Take.
Cashing up Till.

Customer Service Representative , Auckland, New Zealand
October 2020 - August 2021

Arranging the Stock.
Frying the Chips.
Taking the delivery of the Product.
Serving the Customers.
Doing Stock Count.

Customer Service Representative , Auckland, New Zealand
Caltax Gas Station
August 2019 - August 2020

Serving the Customer.
Graveyard Duties.
Taking the Delivery.
Baking the Pies.
Making Coffees for Customers.

Reservation Agent , Fat Camel Hostel Auckland, New Zealand
and Bar
December 2018 - March 2019

Making the Reservation.
Check in Upon Guest Arrivals.
Managing Booking Through Online, Airbnb,Email, Phone.
Making Booking using Amadeus Software. Doing Night Audit in Hostel.
Cashing Up Tills.

Checkin Reservations Agent, IDNZ Auckland, New Zealand
October 2017 - April 2018

Check in the Passenger who have booked Cruise.
Checkin their Visa and Passport
Dropping off Passengers in Bus and Escorting them till Airport.
Assisting Wheel Chair Passengers.
Helping the Passengers to Locate their Luggage.
(This Job was Casual Day Job as Part of my Internship from the College)

Night Fill Assistant , Countdown Auckland, New Zealand
Supermarket
August 2017 - September 2018

Filling the Empty Shelves.
Facing off the Product after Filling.
Reporting to Supervisor after Task. Completed Making the belt of the Card Box.

Customer Service Ahmedabad International Airport, Gujarat, India
Agent, Air India Pvt
July 2016 - July 2017

Arrivals and Departure Area Duties.
Solving Passengers Query.
Doing Flight Announcements.
Making PIR For the lost Luggage.
Tracing the Lost Luggage on System.

Customer Service Ahmedabad International Airport, Gujrat,India
Agent, Cambata
June 2014 - September 2015

Arrival and Departure Area Duties. Completing Lost Luggage Forms Tracing the Luggage.
Helping Customer to Find their Luggage. Dangerous Goods Safety Training.

EDUCATION

Bachelor of Commerce , Gujarat Ahmedabad, India
June 2014

Business Administration.
Marketing Strategy for Business.
Statistics.
Accounting.

Diploma in Travel and Tourism , New Auckland, New Zealand
Zealand Qualification Authority
June 2019

Sustainable Tourism.
Cabin Crew Training.
Customer Service Importance in Travel Industry.
Reservation Agent and Travel Agent Training.

CERTIFICATES AND COURSES

February 2024

REFERENCES

Available Upon Request