

VINAY KUMAR

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WORK EXPERIENCE

Customer Service Associate

(Dec 2021 - Apr/2023)

Fastway - Punjab, India

- Answered customer questions about policies and procedures with friendly and knowledgeable approach.
- Investigated and resolved customer concerns related to policies inquiries.
- Maintained knowledge of products and services to promote, upsell and cross-sell.
- Maximized satisfaction by anticipating needs and consistently offering expert support.
- Processed customer transactions according to established policies and procedures.

Sales Associate

(Aug 2017 – Dec 2021)

Westside (A unit of TRENT Ltd.) - Punjab India

- Kept work environment neat and clean.
- Maintained store cleanliness and appearance.
- Supported team with receiving, pricing and merchandising.
- Kept clean, organized and well-stocked checkout areas.
- Promoted loyalty programs and store cards.
- Balanced cash drawer at beginning and end of each shift.
- Gave customers full attention and attended to their needs.
- Informed customers of promotions and special offers to increase sales.
- Bagged, boxed or wrapped products for customers.

EDUCATION

Bachelor of Commerce (B.Com)

Punjab University | Punjab, India

July 2016

Senior Secondary School (12th)

N.M Jain Senior Secondary School | Punjab, India

July 2012



PROFILE

Motivated Customer Service Associate promotes customer satisfaction through strong engagement and service skills. Focused on handling customer complaints, providing clerical support and collaborating with team members.

SKILLS

- Team Collaboration
- Problem Resolution
- Customer Service
- Upselling and Cross-Selling
- Listening Skills
- Service-Oriented

LANGUAGES

- English – Proficiency
- Hindi – native/bilingual