

KAJAL NAINWANI

Email: kajalnaiwani16@gmail.com

Phone: (705)975-0703

Professional Summary

Motivated and detail-oriented customer service professional with 4 years of experience delivering high-quality service and support. Adept at handling customer inquiries, resolving complaints, and ensuring customer satisfaction through effective communication and problem-solving. Seeking to leverage expertise in relationship-building product knowledge, and multitasking to contribute to Company's mission of providing exceptional customer experiences.

Work History

CUSTOMER SERVICE REPRESENTATIVE 04/2023 – 06/2025
OSL Retail Services Inc. – Ottawa, ON

- Maintain up-to-date knowledge of product offerings and services, assisting customers with informed advice and guidance
- Provided personalized assistance to customers, helping them choose the right electronics products based on individual needs and preferences as well as Offering them Walmart Protection Plan.
- Demonstrated expert knowledge of consumer electronics, explaining product features and benefits to clients as well as processed transactions accurately, including returns, exchanges, and warranty claims.
- Maintained store displays and organized inventory to ensure efficient product placement and availability as well as provide technical troubleshooting and support for customers on electronic devices, helping resolve product issues.
- Contributed to achieving store sales targets by upselling and promoting promotional deals, and even selling more Walmart Master-cards.

CUSTOMER SERVICE REPRESENTATIVE 04/2021 – 11/2021
YES BANK – Anand, Gujarat, INDIA

- Processed customer transactions including deposits, withdrawals, and bill payments, ensuring adherence to operating procedures and regulatory requirements.
- Built strong relationships with clients by understanding their needs and recommending banking solutions tailored to individual financial situations.
- Resolved customer inquiries efficiently and escalated non-standard activities when necessary, ensuring customer satisfaction.
- Met business objectives by promoting relevant banking products and completing tasks in a timely and accurate manner.
- Supported team collaboration and contributed to a positive work environment through open communication and team engagement.
- Assisted with administrative tasks, managed multiple priorities, and maintained up-to-date records, ensuring operational excellence.

ADMINISTRATIVE ASSISTANT 03/2020 – 03/2021
SAGAR CONSULTANTS – Anand, Gujarat, INDIA

- Provided administrative support to the financial services department, ensuring smooth daily operations and efficient management of tasks.
- Coordinated appointments, meetings, and customer inquiries, ensuring high levels of professionalism and responsiveness.
- Handled confidential financial documents and sensitive customer data, maintaining discretion and accuracy as well as Utilizing MS Office Suite (Word, Excel, Outlook) to prepare reports, track transactions, and manage documentation effectively.
- Supported team in achieving business goals through organized and timely completion of routine activities.

Education

MASTERS of COMMERCE, (E-Business) 07/2018 - 05/2020
Sardar Patel University - Anand, Gujarat, INDIA

BACHELORS of COMMERCE, (Marketing) 07/2014 – 05/2018
Sardar Patel University - Anand, Gujarat, INDIA

Skills

- Sales Presentations
- Quick Learner
- MS Office
- Administrative skills
- Decision making
- Communication
- Upselling Expertise
- Stock Management
- Opening and Closing Procedures
- Customer Service
- Expert in outbound call
- Critical Thinking
- Reliable & Trustworthy
- Problem Resolution
- Complaint handling
- Key holder experience
- CRM software

Certification

- Investment Funds in Canada (IFC) – In process
Canadian Security Institute