

ANSHWARYA RAM

PERSONAL DETAILS:

Age: 25 years old

Gender: Female

Address: Royal Road, La Flora

Phone Number: +230 57033575

Email: ashwinee_ram@yahoo.com

Motivated and results-oriented professional with a solid background in customer service and a passion for delivering positive client experiences. Demonstrated ability to resolve issues efficiently, maintain a high level of professionalism, and contribute to team success. Seeking a challenging role in a forward-thinking company where I can continue to grow, learn, and make a meaningful impact.

WORK EXPERIENCE

CUSTOMER SALES ASSISTANT

Allsport | Oct 2021 to Jan 2022

- Delivered friendly and attentive customer service in a fast-paced retail environment
- Assisted shoppers with product information, fitting, and purchases to ensure a smooth customer experience
- Maintained clean, organized sales floor and restocked merchandise as needed
- Handled point-of-sale transactions, returns, and exchanges with accuracy and professionalism
- Supported team members in meeting daily sales goals and store targets

CUSTOMER SERVICE REPRESENTATIVE

Concentrix | Feb 2022 – Present

- Provided high-quality support to customers, ensuring quick and effective resolution of inquiries.
 - Managed and resolved customer queries efficiently, maintaining an excellent response rate.
 - Built and maintained strong client relationships through effective communication.
 - Assisted in training new employees, enhancing team efficiency and productivity.
 - Applied problem-solving techniques to handle complex inquiries and complaints.
 - Recognized for consistently achieving customer service targets and positive feedback.
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EDUCATION

BACHELOR OF BUSINESS MANAGEMENT & LEADERSHIP

Charles Telfair University | 2023- Present

CAMBRIDGE HIGHER SCHOOL CERTIFICATE (HSC)

Hindu Girls College | June 2021

CAMBRIDGE SCHOOL CERTIFICATE (SC)

Hindu Girls College | November 2017

SKILLS

- Fluent in English and French
 - Customer Service Excellence
 - Problem-Solving & Conflict Resolution
 - Communication & Active Listening
 - Microsoft Office Suite (Word, Excel, Spreadsheets, Documentation)
 - Critical Thinking & Decision Making
 - Strategic Thinking & Adaptability
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