

# AFZAL FEROZE

STUDENT AT TRU

## PROFILE

I am an experienced Customer Service Executive seeking a Part-time position in the field of Customer Service, sales and marketing where I can apply my knowledge and skills for continuous improvement.

## EXPERIENCE

MARSHALLS | OCT 2020 - PRESENT (CUSTOMER SERVICE ASSOCIATE)

- Working on store sales floors performing various merchandising functions.
- Providing quality customer service.
- Greeting patrons, stocking items on racks and shelves, ringing up customer purchases at cashier stations.
- Helping shoppers locate merchandise.
- Arranging merchandise and managing the store.

LOBLAWS INC | FEB 2020 -OCT 2020(CASHIER)

- Welcoming customers, answering their questions, helping them locate items, and providing advice or recommendations.
- Operating scanners, scales, cash registers, and other electronics.
- Accepting payments, ensuring all prices and quantities are accurate and proving a receipt to every customer.
- Processing refunds and exchanges, resolving complaints.
- Bagging or wrapping purchases to ensure safe transport.
- Following all store procedures regarding coupons, gift cards, or the purchase of specific items, such as alcohol or cigarettes.

JET AIRWAYS PVT LTD | JULY 2017. - JUNE 2019 (CUSTOMER SERVICE ASSOCIATE)

- Exceeded service objectives by applying proven customer service and sales best practices.
- Improved customer satisfaction ratings by addressing issues and fostering timely resolution.
- Worked with other customer support teams to develop consistent and equal high- quality levels of support.
- Modified and refined offerings and operational practices to meet changing customer requirements.
- Informed customers about special promotions and provided detailed information for various products.
- Increased efficiency and team productivity by promoting adherence to operational best practises and company policies.

## CONTACT

+12363131786

AFZAL.AT@GMAIL.COM

# SKILLS

- HANDLING MONEY
- CASE MANAGEMENT
- INTERPERSONAL COMMUNICATION
- ACCOUNT MANAGEMENT
- COMPLEX PROBLEM SOLVING
- EMPATHETIC
- GOOD COMMUNICATION SKILLS

SPICEJET PVT LTD | NOV2015-JULY2017(CUSTOMER SERVICE EXECUTIVE)

- Making Reservations/Itinerary for the passengers at the ticketing office.
- Checking in passengers and issuing boarding pass after verification of travel documents. Ensuring Smooth and hassle free service experience to passengers.
- Ensuring that Standard operating procedures are followed religiously.

## INTERNSHIP

RADISSON BLU HOTEL

- Observing the team handling by supervisor.
- To help the supervisor and assistant manager in serving customers.
- How to manage a party or event with effective manner.
- To solve the customers problem.
- Understanding the administration activities.
- Understanding the functioning of all the departments for smooth functioning.

## EDUCATION

- **POST BACCALAUREATE DIPLOMA IN TOURISM EXPERIENCE MANAGEMENT**

THOMPSON RIVERS UNIVERSITY | 2020-2022

- **BACHELOR OF SCIENCE IN HOTEL MANAGEMENT**

GALGOTIAS UNIVERSITY | 2012-2015  
C.G.P.A -7.6