

ANMOL SOOD

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Professional Summary

Experienced Front Desk Agent with experience in a variety of different industries. Highly skilled in hands-on applications such as MS Office and QuickBooks. Always friendly, personable and astute. Experienced sales rep with territory management and closing experience. Computer proficient with strong communication skills.

Skills

- Time management
- Cash handling
- Decision-making abilities
- Problem-solving skills
- Emergency care
- Team building
- Relationship management
- Issue resolution
- Employee interaction
- Decision-making
- Leadership

Work History

saleas representative, 09/2016 to Current

Telephone Plus – Pickering, ON

- Answered product questions with up-to-date knowledge of sales and store promotions.
- Earned numerous recognitions for exceptional customer service.
- Resolved customer concerns promptly to maintain satisfaction.
- Accounted for all inventory and ordered new stock.
- Contacted satisfied customers to offer additional services.
- Responded to telephone and in-person requests for information.
- Ensured superior customer experience by addressing customer concerns, demonstrating empathy and resolving problems on the spot.

Cashier Customer Service, 11/2016 to 02/2017

Tim Hortons – Toronto, ON

- Worked with the management team to implement the proper division of responsibilities.
- Processed cash and credit payments rapidly and accurately.
- Resolved all customer complaints in a professional manner while prioritizing customer satisfaction.
- Greeted customers entering the store to ascertain what each customer wanted or needed.
- Contacted customer to follow up on purchases, suggest new merchandise and inform them about promotions and upcoming events.

Security Officer, 02/2017 to 10/2017

RBG Security Inc – Mississauga, ON

- Monitored central alarm system for fire, intrusion, and duress alarms and responded when needed.
- Wrote reports on property damage, theft, presence of unauthorized persons and unusual occurrences.
- Monitored and authorized entrance and departure of employees and visitors.
- Responded to calls in both routine and emergency situations.
- Responded quickly and effectively to all security violations and duress alarms.

Security Officer, 10/2017 to 02/2018

Primary Response Security and Investigations – Toronto, ON

- Investigated all security and safety violations.
- Monitored security camera system day and night to protect lives and property.
- Recipient of multiple positive reviews acknowledging dedication to excellent customer service.
- Handled all customer relations issues in a gracious manner and in accordance with company policies.

Front Desk Representative, 03/2018 to Current

Pillar Security Services – Toronto, ON

- Greeted daily visitors and customers upon arrival.
- Operated communications equipment.
- Collected deposits, fees and payments.
- Delivered parcels and packages
- Provided an elevated customer experience to generate a loyal clientèle.
- Ensured superior customer experience by addressing customer concerns, demonstrating empathy and resolving problems on the spot.

Education

Diploma in Business: Business , 2018

St Clair College - Toronto

- Coursework in Macro Economics, Micro economics, Introduction to Word Process, Statistical concepts, Basic spread sheeting, Human Resources, business Law, Marketing, Recruitment and selection, Compensation and employee benefits, Accounting, mathematics, Advertising Management, Business Communication, Race and ethnicity, Global human diversity.

Certifications

- Certification in CPR and AED
- Certifications in first aid and CPR

STRENGTHS

- Creative and logical.
- Positive attitude.
- Punctual.
- Love to learn new things.
- Good helper towards who need it.

- Quick learner.
- Problem solving ability.
- Co-operative and keen observer

COMPUTER SKILLS

- Computer basics, Advanced Microsoft Office – Word, Power Point, Access, Excel, Adobe photo shop
- Course in Microsoft word and Basic spreadsheeting

LANGUAGE

Fluent in ENGLISH, HINDI, PUNJABI