

FEVIN PATEL

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SUMMARY

I am a dedicated and passionate individual seeking a job in security. I am a quick learner with strong communication skills who is dedicated to making the workplace a safe and secure environment for everybody. Because of my exceptional attention to detail, dependability, and eagerness to learn, I am an excellent candidate for an entry-level security guard position. I am committed to maintaining the highest levels of professionalism and safety, and I am excited to start my career in the security industry.

EDUCATION

STD: 12TH (GSEB) – K.R Raval School, Ahmedabad

Diploma In Business Management

Algonquin College – North York

Currently Pursuing

EXPERIENCE

Customer Service Representative, 01/2022 to 11/2022

Reliance digital store- India, Gujarat

- Followed-through on all critical inter-departmental escalations to increase customer retention rates.
- Participated in team meetings and training sessions to stay informed about product updates and changes.
- Bolstered customer retention by creating and offering unique discount options and inspiring interest in new product lines.
- Increased efficiency and team productivity by promoting operational best practices.
- Answered customer telephone calls promptly to avoid on-hold wait times.
- Analyzed customer service trends to discover areas of opportunity and provide feedback to management.
- Answered constant flow of customer calls with minimal wait times.

PROFESSIONAL SKILLS

- **Valid security guard license.**
- **Valid Emergency first aid with CPR-C & First Aid certificate**
- **Magnificent communication skills** in English, Hindi and Gujarati language with excellent team-work and customer service skills.
- Outstanding organizational, multitasking, and problem-solving abilities.
- Expertise in Customer service, attention to every detail and problem solving.
- Experience in customer consulting and record keeping.

- Expertise in retail sales customer management.
- Experience in risk assessment, emergency management, and enforcing security policies and procedures.
- Productivity skills and emergency response skills.

ACTIVITIES AND ACHIVEMENTS

- Completed the **Course on Computer Concept (CCC)** conducted by **ALL INDIA COMPUTER EDUCATION SOCIETY (AICES)** in July 2021.
- Received Science Fair Project Award from *Sanskartirth Gyanpeeth* in 2017 for developing renewable energy sources using various scientific techniques in minimum space.
- Completed certificate courses in Microsoft Access, Excel, word, and PowerPoint from TATA CONSULTANCY SERVICE (TCS).
- Attended a 6-day short-term training on Warehouse Management, Group Discussion, Basics of Inventory Management, and Presentation Skills in September 2021.

CO CURRICULAR ACTIVITIES

Vishwakarma College, FROM JUNE 2018 TO JUNE 2019

NCC TRAINING- (National Cadet Corps)

Number of Hours:- 120+

- Participated in physical training exercises to improve their fitness levels.
- Learned essential survival skills, including building shelters, starting fires, and purifying water.
- Attended lectures and demonstrations on topics such as map reading, first aid, and outdoor safety.
- Engaged in team-building activities and leadership exercises to develop their communication and problem-solving skills.
- Learned how to handle and use rifles safely and effectively during marksmanship training sessions.
- Attended classes on military history and protocol to understand the importance of tradition and respect in the armed forces.
- Undertaken adventurous activities like trekking, rock climbing, and rappelling to enhance their courage and confidence.