

# Kokil

## CUSTOMER SERVICE REPRESENTATIVE - Workflow Efficiency, CRM Tools, Data Analysis

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## SKILLS

- **Data Management & Reporting:** SAP and Excel for transaction processing, reconciliation, and reporting.
- **Order Processing Systems:** End-to-end order management, stock optimization, and payment structuring.
- **Sales Performance Analysis:** CRM and Salesforce to track lead conversions and sales forecast optimization.
- **Client Data Analysis:** Extracting actionable insights from CRM databases to drive data-informed decision.
- **Compliance Adherence:** Ensuring transaction procedures for data handling and financial documentation.

## WORK EXPERIENCE

### Sales Associate

May 2024 – May 2025

*Bar Burrito*

*Oshawa*

- Revamped RCA techniques to address customer inquiries, resolve concerns, implement corrective actions, and analyze customer feedback, maintaining satisfaction rates above 90% through predictive service adjustments.
- Fostered cross-functional collaboration by aligning efforts to tackle operational challenges, improving team cohesion, streamlining communication protocols, and contributing to a 12% increase in service delivery times.
- Maintained impeccable attendance and deadline adherence, operational achievement, and ensuring minimal disruptions in operations through precise schedule management, improving workflow and service consistency.
- Enhanced customer retention through monitored listening, tailored solutions, issue resolution, and targeted engagement strategies, while boosting repeat customer visits by 18% through refined interaction protocols.

### Product Demonstrator

May 2024 – September 2024

*Club Demonstration Service (Costco)*

*Oshawa*

- Enhanced operational efficiency by collaborating with team members, optimizing inventory management systems, improving product availability, contributing to a 10% in sales performance via optimized supply chain practices.
- Developed product knowledge, implemented customer segmentation strategies, and customized demonstrations to align with customer needs, resulting in a 15% increase in product conversion rates during promotional events.
- Coordinated inventory management, stock tracking during demonstrations, implementing demand forecasting models, reducing out-of-stock incidents by 18% through inventory control measures and logistical coordination.
- Engaged customers by addressing inquiries, analyzing customer purchasing behaviors, buying decisions, and enhancing sales via interactive demonstrations, increasing sales by 12% via targeted marketing strategies.

### Post-Sales Operations Manager

September 2017 – February 2024

*Wave City Centre*

*India*

- Leveraged SAP for managing financial transactions, customer data, and generating service performance reports, enhancing decision-making processes and improving data-driven strategies by 10% through detailed data analysis.
- Addressed client inquiries, managed escalations, and resolved service issues promptly through the streamlined case management workflows, while achieving a 92% client satisfaction rate via improved issue resolution processes.
- Analyzed competitor portfolios, market positioning, and product strategies, providing actionable insights to senior leadership and while contributing to a 8% improvement in client retention and market share expansion.
- Developed customized payment plans, integrated financial forecasting tools, and collaborated with internal teams to enhance revenue retention efforts by 12% through strategic service offerings and account management.

### Client Relationship Executive

August 2013 – August 2017

*NC Infratech Pvt Ltd*

*India*

- Facilitated client engagement, resolving project inquiries, implementing project management software tools, and utilizing CRM integration and workflow automation systems, improving project turnaround time by 15%.
- Collaborated with internal departments to resolve project-related issues, and reducing project delays by 18% through precise coordination, problem resolution strategies, and implementing workflow optimization techniques.
- Maintained records of client interactions via CRM software, ensuring consistency in service delivery, leading to a 10% increase in accountability and process standardization across client interactions via data-driven insights.
- Fostered a collaborative team environment through internal knowledge sharing and mentoring, improving team performance metrics by 12% through process improvements and adherence to service excellence standards.

## EDUCATION

### MBA - HR & Marketing

August 2011 – June 2013

*Gautam Buddha University, India*

### BSc - Botany, Zoology & Chemistry

August 2008 – May 2010

*CCS University, India*