
MANISH CHINMAY

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HIGHLIGHTS OF QUALIFICATION

- Strong customer service, sales, technical skills and Excellent oral communication skills
- Committed, hard working, dependable student with a strong customer focus
- Ability to resolve problems within the workplace
- Dynamic with a proven aptitude for learning and demonstrating new products and technology
- Organized and adept at time management
- Proficient at Client Retention
- Core Competency in Customer Service and proficient in Microsoft Office

EMPLOYMENT EXPERIENCE

FRONT OFFICE CLERK, LALWANI ENGINEERING PVT. LTD., MUMBAI, INDIA
2015-2017

- Demonstrated strong organizational and planning abilities, in scheduling staff work shifts.
- Catered to customer needs and resolved their conflicts related to reconciling orders and billing.
- Operated office equipment including computers, telephones, fax, photocopy and scanner machines.
- Monitored and updated Excel spreadsheets for tracking shipments.

CUSTOMER SERVICE REPRESENTATIVE, INTELCOM EXPRESS, OTTAWA,
2018 - PRESENT

- Answered the phone calls and catered to client needs.
- Dispatching packages and updating system accordingly.
- Kept records of customer interactions, process accounts-receivable and file documents
- Completed client follow-ups to secure business and expanded our client base as to ensure customer retention.

VOLUNTEER EXPERIENCE

HUMANITARIAN AID WORKER, VARIOUS NGO'S RANCHI, INDIA 2015

- As part of my secondary school program, volunteered my time with various NGO's (NYKS, SOCH, etc.)
- Taught basic Math and language courses to children in orphanages.
- Liaised with government officials and conducted charity events
- Developed strong networking and problem solving skills.

COURSE MENTOR, CHINMAYA INTERNATIONAL RESIDENTIAL SCHOOL
COIMBATORE, INDIA – 2014-2015

- Aided others students in various subjects such as Math and Chemistry (senior year).
- Prepared tests for the students and invigilated them.

EDUCATION

CARLETON UNIVERSITY, OTTAWA – B.MATHS(HONOURS), 2017-2021

References available upon request