

Ishyankita Sharma

Sales And Service Supervisor

Address 4508 49 Avenue, Yellowknife, NT X1A 1A7

Phone 780 239 7066

E-mail isha5060@gmail.com

Skills

Customer relations	Excellent
Account updates	Excellent
Team leadership	Excellent
Training and development	Excellent
Workflow planning	Excellent

Work History

2018-08 - Current

Sales And Customer Service Supervisor

Honda engines dealership-The Lawnmower Hospital, Edmonton, Ab

- Established and updated work schedules to account for changing staff levels and expected workloads.
- Evaluated interactions between associates and customers to assess personnel performance and customer satisfaction.
- Researched and corrected regular, advanced and long-standing customer concerns to promote company loyalty.
- Offered hands-on assistance to customers, assessing needs and maintaining current knowledge of consumer preferences.
- Assigned jobs to individual employees by considering factors such as previous training, current abilities and general knowledge.
- Answered customer telephone calls promptly and in appropriate manner.
- Educated customers about brand to incite excitement about company's mission and values.
- Gathered sensitive information to update customer profiles and help with appeals process.
- Assessed machinery in need of repair, identified issues and implemented corrective actions to achieve quick resolution and return to service.
- Documented and filed records of repair work and maintenance for accurate tracking of labor hours, inventory use and equipment histories.
- Planned, directed, and controlled execution of administrative and compliance activities.

2015-04 - 2018-07

Service Coordinator / Office clerk

Honda engines Dealership-The Lawnmower Hospital, Edmonton, AB

- Designed individualized service plans that took into account clients' goals and preferences.
- Worked effectively with repair staff and parts providers, staying current on availability and service processes.
- Produced accurate customer estimates and clearly articulated charges to customers to minimize complaints.
- Presented different repair options to customers to help each person make appropriate choices.
- Compiled customer feedback and recommended service delivery improvements to management.
- Schedule pick up and delivery of equipments
- Evaluated customer information to explore issues, develop potential solutions and maintain high-quality service.
- Assisted customers by listening closely, finding solutions to problems and making recommendations based on extensive product knowledge.
- Surpassed sales goals through implementation of effective marketing strategies.
- Entered orders into commander computer database system.

2015-02 - 2015-03

Bookkeeping Assistant

Professional Accounting, Edmonton , Ab

- Assessed data and information to verify entry, calculation and billing code accuracy.
- Maintained relationships with vendors and managed invoices for different products.
- Minimized financial risks, liabilities and worker's compensation claims by coordinating corrective actions.
- Completed bi-weekly payroll for company employees, including calculating taxes, vacation and sick time.
- Completed and mailed bills, contracts, policies, invoices and checks.
- Communicated with customers to identify and resolve outstanding payments.
- Developed monthly, quarterly and annual profit and loss statements and balance sheets.

2014-09 - 2015-01

Front Desk Associate

Econolodge, Edmonton, AB

- Took reservations over phone, in person and via computer for guests and provided confirmation information.
- Greeted guests at front desk and engaged in pleasant conversations while managing check-in process.
- Updated customer accounts with add-on room charges, including minibar use and room service bills.
- Answered guest questions and referred to local points of interest.
- Maintained financial accuracy by collecting deposits, fees and payments, processing changes and issuing receipts.
- Kept accounts in balance and ran daily reports to verify totals.
- Maintained cleanliness and organization of front desk area.
- Retrieved mail, packages and documents on behalf of guests, promptly verifying receipt and arranging for pickup or transmittal.

Education

2014-09 - 2019-08

Public Relations Degree

University of Alberta-Edmonton, AB

2012-03 - 2013-03

High School Diploma

D.A.V. Public School - Chandigarh, India

Languages

English	Native
Hind	Native
Punjabi	Native