

Khushal Singh Ajmani

DATE OF BIRTH:
03/03/1997

CONTACT

Nationality: Indian

Gender: Male



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BEHIND CITY PRIDE, Pune
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WORK EXPERIENCE

16/09/2019 – CURRENT – Pune, India

Graduate customer service representative

Amazon Development Centre

Working for Amazon.ca as a Customer Service Associate.

Playing a critical role in delivering timely, accurate and professional customer service to Amazon customers, helping solve problems such as: locating a package; connecting an Echo to a Fire TV; returning an item; or assisting a delivery driver to get a package to a customer on time.

Interact directly with customers to listen to concerns, resolve problems, and recommend products and services according to the needs of each individual.

01/12/2018 – 31/08/2019 – PUNE, India

Retail department manager

Ajmani Industries

Strategies to raise our customers' pool, expand store traffic and optimize profitability

Meet sales goals by training, motivating, mentoring and providing feedback to sales staff

Ensure high levels of customers satisfaction through excellent service

Complete store administration and ensure compliance with policies and procedures

Maintain outstanding store condition and visual merchandising standards

Report on buying trends, customer needs, profits etc

Propose innovative ideas to increase market share

Conduct personnel performance appraisals to assess training needs and build career paths

Deal with all issues that arise from staff or customers (complaints, grievances etc)

Be a shining example of well behavior and high performance

Additional store manager duties as needed

EDUCATION AND TRAINING

10/07/2015 – 30/11/2018 – 9, Vishwashanti Marg, Rambaug Colony, Kothrud, Pune, Maharashtra , Pune, India

Bachelor of Commerce

Maeers Arts Commerce Science College

01/06/2014 – 02/2015 – Revenue Colony, Shivajinagar, Pune, Maharashtra , Pune, India

Higher Secondary Certificate (Commerce)

Maharashtra State Board of Secondary Education Pune

Field(s) of study

- Business, administration and law : *Business and administration not further defined*

66.62

01/06/2012 – 31/03/2013 – Revenue Colony, Shivajinagar, Pune, Maharashtra , Pune, India

Secondary School Certificate (10 Grade)

Maharashtra State Board of Secondary Education Pune

Field(s) of study

- Field unknown : *Field unknown*

LANGUAGE SKILLS

MOTHER TONGUE(S): Panjabi; Punjabi

OTHER LANGUAGE(S):

English

Listening
C2

Reading
C1

**Spoken
production**
C1

**Spoken
interaction**
C1

Writing
C1

Hindi

Listening
C2

Reading
C2

**Spoken
production**
C2

**Spoken
interaction**
C2

Writing
C1

Marathi

Listening
C2

Reading
C2

**Spoken
production**
C2

**Spoken
interaction**
C2

Writing
C1

DIGITAL SKILLS

Microsoft Office / Social Media / Facebook / Instagram / Gmail

Skills

Flexibility / Analytical skills / Organizational and planning skills / Motivated / Responsibility / Reliability / Good listener and communicator / Written and Verbal skills / Team-work oriented / Critical thinking / Decision-making

HOBBIES AND INTERESTS

Interest and Strengths

INTERESTS

- **DJ'ing**
- **Playing football**

STRENGTHS

- **Good communication skills.**
- **Gel well with the environment.**
- **Can influence people.**
- **Good leadership qualities.**
- **Commendable managerial skills.**

ACHIEVEMENTS

ACHIEVEMENTS AND CO-CURRICULARS

Won Silver Award at Amazon PNQ10 OLYMPEAK 2019.

Won Bronze Award at Amazon PNQ10 OLYMPEAK 2019.

Participated in NEF Adventure Camp and qualified as MARSHAL – I.

Participated in Debate & Team Building Exercises in School & College.

Participated in Blood Donation Camps organized by Society Committee.