

Tirth Jani

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OBJECTIVE

Results-driven marketing professional with a proven track record of increasing brand awareness and driving sales growth through strategic campaigns. I am experienced in enhancing customer engagement and loyalty through personalized marketing initiatives.

EXPERIENCE

Sales Executive & Marketing

[Jan 2021 - Jul 2023]

Shree Ambica Auto Sales & Service

Anand, Gujarat, India

- Provide excellent customer service via phone, email, and in-person interactions, addressing inquiries, resolving issues, and ensuring customer satisfaction.
- Demonstrate extensive product knowledge to assist customers in making informed purchasing decisions.
- Collaborate with cross-functional teams to streamline processes and improve overall customer experience.
- Consistently meet and exceed performance metrics, including call handling time, first call resolution rate, and customer satisfaction scores.

Team Member [Part-Time]

[May 2024 – Present]

Tim Hortons

Kitchener, Ontario, Canada

- Provided exceptional customer service by greeting guests, taking orders, and handling inquiries efficiently.
- Prepared and served food and beverages according to company standards, ensuring quality and accuracy.
- Managed cash transactions with accuracy, including operating the register and balancing the till.
- Maintained a clean and organized work environment by following food safety protocols and restocking supplies as needed.

SKILLS
