

RAVINDRA SAMALA

Residence

Mississauga Ontario

Contact Information

647.544.8399

Online Contact

ravindrasamala99@gmail.com

A Highly Qualified Technical Support Specialist for your Organization

With the Following Professional Profile

- Executes 4 years of progressively comprehensive sales contributions mixed with a dedicated level of consistent Customer, relative services covering both the banking and IT-related fields
- Showcases an alignment of powerfully oriented management and supervisions skills covering a strongly active team of hardworking and dedicated associates
- Distributes a proven track record of successes in reducing both costs and increasing all revenues
- A very organized individual who is capable and willing to function well under a high-volume of deep intense pressure

Areas of Expertise

- Organization
- Team Player
- Business Management
- Multi-Tasking
- Exceeds Deadlines
- Microsoft Word
- Customer Service
- Planning Skills
- Presentations
- Marketing Expert
- Independent Worker
- Outlook
- Cost Analysis
- Expense Control
- Staffing
- Training
- Strong Relations
- Web Browsing
- Quality Management
- Communication Skills
- Interpersonal Skills
- Decision Making
- Online Platform Zoom
- E-Mail/social media

Leadership Skills

- Supervised, trained, directed, motivated, and provided an ongoing outsource of support to staff members
- Focus on client education and demonstration, leveraging technology to deliver a memorable client experience, drive sales and retain business
- Actively listen and engage clients in conversation to further understand their individual needs while proactively taking ownership in resolving a variety of related issues, concerning each client's account

Customer Service

- Greeted customers/clients with a positive attitude and in a professional manner while demonstrating a good representation of professional people interactions with clients daily by ensuring a solid level of key quality services
- Accountable for introducing the proper and effective health and safety guidance's and procedures which are administered by the company's management team at all times, along with reporting any unsafe activity
- Responsible for ensuring that each workstation is kept neatly organized in accordance's to company's standards
- Monitors adequate inventory levels and places orders for all registers and related supplies
- Tracks all cash over/shorts; communicates results to management and follows up with associates
- Monitors and investigates cashier infractions, merchandise, and copy cards, phone cards, price overrides, lotteries with the proper administered paperwork which contains weekly sales audit packages
- Generate lead via cold calling to identify key decision makers and generate growth opportunities and revenue.
- Prospect and acquire new business accounts
- Keep up-to-date on relevant competitive offerings and effectively communicate company's value proposition
- Achieve monthly activation and revenue targets
- Agile and always learning on products subject matter expert on business platforms and services

Employment Background

Air Canada	Operations	Greater Toronto. Ontario	2022 to present
Petro-Canada	Retail Sales Supervisor	Greater Toronto. Ontario	2019 to 2022
Code Tech Inc	Sales Account Agent	Toronto. Ontario	2017 to 2019
ICICI Bank	Data Entry Clerk	Hyderabad. India	2015 to 2017

Educational Highlights and Certifications

Sheridan College	Diploma in Computer Programmer	2019
Bachelor of Computer Science	JNTU. Hyderabad. India	2017