

PRIYA Jain

Cashier / Shift-Supervisor

Contact

Address

Santa Ana, CA- 92704

Phone

+1 (949) 689 6537

E-mail

shanubatia@gmail.com

Skills

- Payment management
- Issue escalation
- Marketing
- Company policy adherence
- Inventory assistance
- Presentation skills
- Relationship building
- Satisfaction monitoring
- Documentation and notes
- Online chat and email
- Documentation and control
- Scheduling
- Credit and collections

Languages

- English
- Gujarati

Customer Service Executive bringing 24 years of experience consistently enhancing customer satisfaction. Poised when communicating with customers and vendors, analyzing and resolving complex issues and documenting accurate notes of account interactions. Versatile professional comfortable working in high-volume, high-stress environment.

Work History

2024-11 - Present	Shift Supervisor @ Boudin SF Restaurant – Full Time <ul style="list-style-type: none">• Customer Management• Escalations• Training and Developing the Staff• Conducts Performance Reviews• Manage Cash and Bank Deposits• Responsible for Opening and Closing the Store
2024-01 - 2024-11	Combo Clerk @ VONS, Costa Mesa - Full time <ul style="list-style-type: none">• Store Management• Stock Management• Customer Management
2023-07 - 2024-11	Supervisor @ Pyari’s Kitchen, Santa ana - Part Time <ul style="list-style-type: none">• Billing• Cash handling• Inventory management

Hindi

Marathi

Rajasthani

2022-07

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2023-02

Supervisor @ AM-PM long beach – Full Time

- Billing
- Cash Handling
- Store Management
- Stock Management
- Payments

2022-09

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2023 -02

Shift Supervisor @ Rite Aid long beach – Part Time

- Cash Management
- Customer Relations
- Staff Management
- Escalations

2010-04

-

2022-08

Customer Service Executive @ First Credit Services – Full Time

- Customer Relations
- Collection
- Escalations
- Emails
- Chats

2001-04

-

2010-04

Customer Service Executive @ Equifax – Full Time

- Customer Relations
- Generate credit reports
- Government Assistance
- Email W2 Tax Forms
- Email T4 Tax Forms
- Email Paystubs
- Escalations

Education

2024	Life & Health Insurance <i>Passed the test in April, 2024</i>
2017	Diploma in E.C.C.Ed. & Jolly Phoenixs <i>Mumbai Montessori Teacher Training Institute</i>
2000	First Year B.Com – GRADE 13TH <i>SNDT Women’s University - Mumbai</i>
1998	HSC – GRADE 12th <i>B M Ruia Girls'College - Mumbai</i>
1997	FYJC – GRADE 11TH <i>B M Ruia Girls'College - Mumbai</i>
1996	High School - SSC <i>Holy Cross High School – Mumbai</i>

Hobbies

Listening To Music, Watching Movies, Reading Books,
Travelling

Movies : Hollywood & Bollywood (Romantic &
Comedy)

Music : International & Indian

Books : Love Stories & Autobiography

Travelling : India & Abroad

Cooking : South Indian, North Indian, Mexican,
Rajathani