

MUDIT THAPAR

CUSTOMER SERVICE REPRESENTATIVE – Banking Operations, Client Support, Customer Resolution

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📍 [Toronto, ON](#)

SKILLS

- **Banking & Financial Platforms:** QuickBooks, Global Payments, Brick POS+, JD Edwards, Credit Sales.
- **Client Support & CRM System Tools:** Salesforce, Zoho Desk, Zendesk, Client Nurturing & Resolution.
- **Data Management & Reporting:** Excel, Database Systems, KPI Tracking, Sales and Data Reporting.
- **Technical Support & Technical Troubleshooting:** Issue Diagnosis, System Navigation, Ticket Escalating.
- **Sales Enablement & Revenue Growth:** Upselling & Cross-Selling, Target & Operations Management.
- **Office Productivity Tools:** Microsoft Word, Outlook, Zoom, Cigo, DAT Power, Computer Operations.

WORK EXPERIENCE

Sourcing Administrator

May 2025 – Present

Pharmaline Inc.

Ontario

- Coordinated with 15+ suppliers to secure competitive quotes, GMP documentation, and certificates of analysis, optimizing procurement cycle time by 30% and aligning with compliance protocols using SAP ERP systems.
- Processed over 200+ monthly purchase orders for APIs and packaging materials in Oracle, resulting in a 98% order fulfillment accuracy rate and reducing operational lags caused by mismatched documentation or delays.
- Maintained 100% up-to-date vendor files and compliance records in centralized systems, aligning data entry tasks with regulatory standards such as FDA, Health Canada, and GDP guidelines for internal and external audits.
- Conducted comparative cost analysis on raw material quotes from supply vendors, identifying supply alternatives that enabled 8–12% annual savings while supporting strategic sourcing initiatives and budgeting plans.
- Monitored inventory for 50+ SKUs, critical materials, and resolved invoice and PO issues via supplier coordination, preventing stock outs, cutting urgent purchases by 25%, and achieving 95% accuracy in delivery.

Sales Advisor

November 2024- December 2025

The Brick

Ontario

- Delivered exceeded monthly sales targets by 120-130%, generating \$85K+ revenue per month across furniture, mattresses, appliances, and accessories through consultative selling and needs-based customer solutions.
- Processed and activated 60+ Flexiti credit applications within 6 months, exceeding quota by 15% while ensuring accurate documentation reports, compliance, and clear customer communication & resolution at first contact.
- Maintained a 35-40% attach rate on warranties and protection plans by identifying customer needs, presenting value added solutions, and resolving client objections to improve overall margins and customer retention.
- Achieved and ranked among the top 5 sales advisors by surpassing upsell and consistent cross-sell KPIs, utilizing CRM tools & data systems, product expertise, and effective follow-ups to drive repeat and referral sales.
- Delivered 90%+ customer satisfaction scores by resolving inquiries at the first point of contact, documenting accurate customer interactions, and building long-term relationships that generated 20% repeat business.

Customer Service Representative

May 2024 – November 2024

MEDIGAS

Ontario

- Managed 80+ inbound communications daily via phone, email, and fax; authorized outgoing deliveries within 24 hours using internal ticketing systems to ensure dispatch accuracy and client order traceability through reports.
- Streamlined cross-functional workflows between logistics, dispatch, and supply chain teams, enabling 100% timely issue resolution and improving on-time delivery metrics by leveraging administrative coordination strategies.
- Assessed and updated confidential client records with 100% accuracy using secure database systems and CRM tools, ensuring regulatory compliance and clean audit trails for sensitive healthcare and insurance data.
- Generated over 200+ monthly reports and initiated invoices using Excel trackers and internal dashboards; improved visibility on client logistics and outstanding assets in a deadline-driven administrative service environment.
- Leveraged ACE and ACI portals for customs clearance documentation, coordinating with brokers to finalize rates, and ensuring regulatory compliance by 22% for international shipments while enhancing delivery accuracy.

EDUCATION

Diploma of Education in Computer & Information Sciences and Support Services

Seneca Polytechnic, Ontario, Canada

Diploma in Office Administration, Management in Leadership

Credential via Online Certification Program

CERTIFICATIONS

- **LLQP Professional Certification**
- **CVS Health – Customer Interaction & Issue Resolution Specialization**
- **Sales Operations Professional Certificate**
- **Microsoft Office 365 and Power Platform Specialization**