

ABHAYKUMAR PRAJAPATI

CUSTOMER SERVICE REPRESENTATIVE - Relationship Building, Conflict Resolution & Client Support

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📍 North York

in [LinkedIn](#)

📁 [Portfolio](#)

SKILLS

- **Customer Systems:** CRM Systems, Client Outreach, Customer Onboarding, and Service Process Improvement
- **Digital Tools:** Social Media Content Creation, Email Marketing, Canva, Brand Promotion, Campaign Support
- **Data Handling:** Data Entry, Transaction Accuracy, Performance Reporting, Operational Efficiency, MS Excel
- **Service Metrics:** Customer Engagement, Upselling, Campaign Support, Transaction Accuracy, Documentation
- **Analytics Tech:** Google Analytics, Cross-Functional Coordination, Process Improvement, Client Management

WORK EXPERIENCE

Customer Service Representative

January 2024 – Present

McDonald's

Toronto

- Processed 100+ customer transactions per shift utilizing point-of-sale systems, maintaining 99% accuracy in order fulfillment and payment processing across peak service hours.
- Executed promotional campaigns by implementing brand standards, driving 25% increase in featured menu item sales through targeted product recommendations and display strategies.
- Resolved 15+ customer concerns daily through systematic problem identification and solution implementation, achieving 90% first-contact resolution rate across service touchpoints.
- Optimized service workflows by coordinating with kitchen and front-of-house teams, reducing average transaction time by 18% while maintaining quality and accuracy standards.
- Maintained inventory tracking systems and cash procedures, ensuring zero discrepancies in daily reconciliation and adherence to operational protocols and compliance standards.

Client Success & Business Development Coordinator

May 2022 – March 2023

Top Talent Bridge LLP

Remote, India

- Managed full client lifecycle for 35+ employer accounts, customizing workforce solutions and implementing post-placement tracking protocols.
- Generated 20+ B2B leads monthly through outbound prospecting and LinkedIn outreach, increasing active client accounts by 30% quarter-over-quarter.
- Proposed tailored recruitment packages after conducting staffing needs analysis with hiring managers, achieving 40% consistent proposal close rate.
- Monitored placement conversion metrics and client retention data, leveraging insights to refine sales strategies and improve retention by 18%.

Strategic Accounting

May 2020 – August 2021

Five Stars Logistics

India

- Processed 200+ financial transactions monthly utilizing accounting software, ensuring 100% accuracy in ledger entries and compliance with regulatory reporting requirements.
- Reconciled vendor accounts and payment schedules, identifying and resolving 95% of discrepancies within 48 hours, improving accounts payable efficiency and vendor relations.
- Generated monthly financial reports by analyzing transaction data and expense patterns, providing insights that reduced operational costs by 12% through optimization.
- Maintained tax documentation and regulatory filings by implementing systematic protocols, achieving zero audit findings and ensuring full compliance with statutory requirements.
- Coordinated with logistics and operations teams to verify shipment invoices and billing accuracy, reducing payment disputes by 30% and streamlining revenue recognition processes.

PROJECT EXPERIENCE

End-to-End Client Success Framework for Recruitment Services

Recruitment Process Optimization Lead

- Engineered onboarding workflows reducing client setup time by 35%, ensuring standardized intake across recruitment engagements.
- Automated proposal management pipeline, cutting processing delays by 40% and improving bid acceptance consistency across services.

EDUCATION

Diploma in Business Marketing

January 2024 – August 2025

Seneca College of Applied Arts and Technology, North York, Canada