PREM GAZMERE

Address:
Phone:
Email:
Website:

Mason, Ohio
513-485-8541
prem.gazmere@gmail.com
https://www.linkedin.com/in/prem-gaz
https://www.pgazmere.com/

SUMMARY

Motivated professional skilled in account receivables, administrative support, IT support, and customer service. Proficient in SAP, Microsoft Office, web design, and multiple languages (English, Nepali, Hindi). Experienced in inventory management, payment processing, and online marketplaces. Tech-savvy with strong typing skills, attention to detail, and effective time management. Ready to contribute to organizational success.

WORK EXPERIENCE

Customer Support specialist-Amber achhamey insurance Agency   **Feb 2022-Present**

- Engage with customers professionally via phone, email, chat, and social media and kindly, actively listening to their insurance needs and finding the best quotes to their specific requirements.
- Build positive customer relationships, demonstrating professionalism, empathy, and trustworthiness. Follow up with customers to address any additional questions or concerns they may have.
- Maintain detailed and accurate records of customer interactions, inquiries, complaints, and resolutions using CRM tools such as Zendesk, or Google Sheets.

Account Receivable Representative-Credit   **July 2018-Feb 2022**
Card Processor-Cintas

- Strong understanding of accounts receivable processes, payment reconciliation, and general accounting principles.
- Attention to Detail: Exceptional attention to detail, accuracy, and ability to handle a high volume of transactions while maintaining data integrity.
- Experience working with SAP and AS400 or similar financial systems for processing transactions and maintaining records.
- Proficiency in Microsoft Office applications (Excel, Word, Outlook) and the ability to navigate intranet/internet resources effectively.

Real-Estate Data Control Clerk-RobertHalf   **May 2016-June 2017**
Contract Employee

- Perform real-estate transfer data entry.
- Conduct real-estate transfer data quality control by comparing seller/purchaser transaction data to ensure accuracy.

IT Support/Administrative Assistant-NHTI-Concord Community College   **Feb 2016 - May 2018**

- Install and configure software applications and updates. Diagnosing
- and resolving hardware, software, and network issues
- Assisting with login issues, password resets, and access permissions.

* Assisting with issues related to Wi-Fi and wired network connections.
* Providing technical support for campus events, including setting up audio/visual
* equipment. Assist in the production and distribution of marketing materials, including brochures, flyers, and promotional items, ensuring brand consistency and timely delivery.
* Utilize graphic design software to create visually appealing digital assets such as social media graphics, email newsletters, and website banners, aligning with marketing objectives and brand guidelines.
* Manage the planning, coordination, and execution of events, including logistics, vendor management, timelines, and budgets, to ensure successful and memorable experiences for participants.
* Perform accurate and timely data entry to update marketing databases, event attendance records, customer information, and other relevant data, ensuring data integrity and accessibility.

EDUCATION

Undergraduate Program-Sunny Buffalo State University   **Jan 2018-Present**

* Business Administrative

Associate Degree-NHTI-Concord Community College   **Aug 2015-May 2018**

* Accounting

ADDITIONAL INFORMATION

* **Skills:** Problem-solving, quality control, Microsoft Office, data entry, willing to learn, relationship building, attention to detail, HIgh-Speed Typing, supply chain management, CAD software, CompTIA Security+, proficient in Microsoft Office (Word, Excel, PowerPoint), basic webpage design, digital video production, online marketing, administrative support, customer service, and online business.
* **Languages:** English, Nepali, Hindi.
* **Certifications:** Customer Service: Problem-Solving and Troubleshooting, Zendesk Customer Service Professional Certificate, Google Ads Display Certification, Google Ads Search Certification, Google Analytics Certification