

# PARAG VYAS

RENTAL SERVICE AGENT | CUSTOMER SERVICE & OPERATIONS

## CONTACT

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## EDUCATION

### Bachelor's degree

Automobile engineering - Gujarat  
Technological University  
2014-2018

### Master's degree

MBA for engineers- CQ University  
2019-2021

## SKILLS

- Car rental operations & Reservations
- Customer Service & Client Relations Critical thinking
- Sales & Upselling Rental Packages Leadership
- Fleet Coordination & Vehicle Allocation
- Cash Handling & Payment Processing
- Rental Transaction Processing & Systems (Salesforce, Rent Centric)

## ACHIEVEMENTS

- 1) Customer Service Excellence Training** – Europcar
- 2) Car Rental Operations & Fleet Management Training** – Europcar

## PROFESSIONAL OVERVIEW

Customer-focused **Rental Service Agent** with experience in **vehicle rental operations, customer service, and sales**. Adept at handling **reservations, fleet coordination, and client interactions** while ensuring smooth operational processes. Proven ability to manage high-volume customer transactions efficiently, upsell services, and maintain strong client relationships. Seeking a **Rental Service Agent role in UAE** to contribute to customer satisfaction and business growth.

## WORK EXPERIENCE

### Station Manager | Europcar, Melbourne, AU 2024 – present

- Managed day-to-day **rental operations** at a high-traffic branch, ensuring seamless customer experiences.
- Led a team of rental agents, optimizing workflow and **improving efficiency by 20%**.
- Implemented **sales strategies**, increasing rental package upsells and boosting revenue.
- Resolved customer disputes and complaints, maintaining a **95% satisfaction rating**.

### Rental Service Agent | Europcar, Melbourne, AU 2023 – 2024

- Assisted customers with **rental reservations, vehicle selection, and contract processing**.
- Provided recommendations on insurance options, GPS add-ons, and fuel packages to enhance customer experience.
- Conducted **vehicle inspections** before and after rental periods to ensure quality control.
- Handled **cash and card transactions**, following company policies for payment security.
- Worked closely with fleet management to **ensure vehicle availability and efficient allocation**.