

# PARVINDER SINGH

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Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals. To seek and maintain full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills.

## EXPERIENCE

**DATES FROM – 03/2022 TO 07/2022**

**JOB TITLE: BUSINESS ANALYST,**

**COMPANY: SK FINANCE LTD**

- Analyzed key aspects of business to evaluate factors driving results and summarized into presentations.
- Assessed impact of current business processes on users and stakeholders and evaluated potential areas for improvement.
- Drafted reports on company financial metrics to assess successes and account for deficiencies.
- Identified process inefficiencies through gap analysis and outlined sensible solutions.
- Assessed business processes and identified ways to boost improvement.
- Used critical thinking to break down problems, evaluate solutions and make decisions.
- Maintained and updated project plan by tracking technical dependencies and issued project milestone updates.
- Conducted customer research using qualitative surveys to understand consumer opinions.

**DATES FROM – 07/2020 TO 02/2021**

**JOB TITLE: VIRTUAL CUSTOMER ASSISTANT,**

**COMPANY: AMAZON DEVELOPMENT CENTER**

- Provided primary customer support to internal and external customers.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Responded to customer requests for products, services and company information.
- Offered advice and assistance to customers, paying attention to special needs or wants.
- Recommended products to customers, thoroughly explaining details.
- Updated account information to maintain customer records.
- Answered customer telephone calls promptly to avoid on-hold wait times.

## EDUCATION

MONTH: AUGUST, YEAR: 2022

**DEGREE TITLE: MBA (BANKING AND FINANCE),**

SCHOOL: NMIMS DEEMED-TO-BE-UNIVERSITY, MUMBAI

Percentage: 63%

MONTH: AUGUST, YEAR: 2017

**DEGREE TITLE: BACHELOR OF COMMERCE,**

SCHOOL: S.S. JAIN SUBODH PG COLLEGE, JAIPUR

Percentage: 61%

MONTH: AUGUST, YEAR: 2014

**DEGREE TITLE: SENIOR SECONDARY,**

SCHOOL: KENDRIYA VIDHYALAYA NO.2 JAIPUR

Percentage: 65%

MONTH: AUGUST, YEAR: 2012

**DEGREE TITLE: HIGHER SECONDARY,**

SCHOOL: KENDRIYA VIDHYALAYA NO.2 JAIPUR

Percentage: 65%

## SKILLS

- Microsoft Office
- Adobe Photoshop
- Microsoft Windows
- Microsoft Teams
- Dependable and Responsible
- Organization and Time Management
- Inventory Management
- Problem Solving and Multi-tasking
- Training and Development
- Tally

## HOBBIES

- Air Pistol Shooting:  
Started Training in August 2021 and currently registered in State Shooting Championship.  
Gives meditation boost, it also gives **adrenaline boost and gains in endurance and stamina**.  
“There's still plenty of room for adrenaline also. Holding and shooting a gun is exhilarating by its very nature. It takes us back to our primal selves and our urge to hunt.
- Running:  
I really like running because first of all **it's very healthy and useful for my body and mind**. Doctors say that running and jogging help maintain a healthy heart and lungs. We also gain muscle strength. So if you go running several times a week, you will definitely stay in shape.