

Charndeeep Singh

Ceejy2019@gmail.com | (204) 963-2279 | Calgary, CA

OBJECTIVE

Strategic-thinking individual experienced in turning low-performing organizations into top revenue producers. Offering engaging and pleasant personality with expertise improving customer relationships.

KEY SKILLS

- Technical: Microsoft Word, Microsoft Excel, QuickBooks, Adobe Illustrator, EHR management, Accuro, PowerPoint, Photoshop, Adobe premier pro.
- Research: Marketing Items, Sales and data organization, Scheduling.
- Communication: Strong oral and written communication skills in English.
- Teamwork: Ability to collaborate with others both as a team member as well as Team Lead.
- Calendar Management, Billing and record-keeping and business knowledge.
- Proficiency with photocopiers, scanners, and projectors.
- People Management
- Crisis Management
- Story Pitching
- Organizational Development
- Budget Management
- Rules and Regulations
- Administrative Support

EDUCATION

Associate Degree (Business/ Medical Office Administration), Georgian College, Barrie, Ontario

Bootcamp Training (Full Stack Development), Inception U, Calgary, Alberta

EXPERIENCE

Administrative Assistant/ Marketing Assistant, Fleet Works, Calgary, Alberta.

Oct 2022- Present

- Identified and recommended changes to existing processes to improve accuracy, efficiency, and quality service.
- Fulfilled office assistant responsibilities for a fast-paced chemical company
- Maintained customer relationships, handled shipping and communication logistics
- Performed CRM data entry for all sales order
- Monitored and responded to client emails
- Offered guidance to in-and out-bound customers and class-goers on a daily basis.
- Answered multi-line phone system, routing calls, delivering messages to staff and greeting visitors.
- Coordinated and scheduled meetings and conference calls to optimize scheduling of senior staff.
- Assisted development and implementation of new administrative procedures.

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Business Development Representative/Administrative, Mango Insurance, Calgary, Alberta.

July 2022- Sep 2022

- Informed customers of promotions to increase sales productivity and volume.
- Developed and implemented favorable pricing structures balancing firm objectives against customer targets.
- Worked with sales team to collaboratively reach targets, consistently meeting or exceeding personal quotas.
- Negotiated prices, terms of sales and service agreements.
- Identified new business opportunities through cold calling, networking, marketing and prospective database leads.
- Quoted prices, credit terms and other bid specifications.
- Served customers with knowledgeable, friendly support at every stage of shopping and purchasing.
- Gained customer trust and confidence by demonstrating compelling, persuasive and composed professional demeanor.
- Built relationships with customers and community to promote long term business growth.
- Greeted customers and offered assistance with selecting merchandise, finding accessories and completing purchases.

Independent Sub Contractor/Admin Assistant, 12777835 CANADA INC, Dartmouth, Nova Scotia.

Feb 2022- June 2022.

- Used critical thinking to break down problems, evaluate solutions and make decisions.
- Learned and adapted quickly to new technology and software applications.
- Proved successful working within tight deadlines and a fast-paced environment.
- Organized and detail-oriented with a strong work ethic.
- Worked well in a team setting, providing support and guidance.
- Demonstrated respect, friendliness and willingness to help wherever needed.
- Managed time efficiently in order to complete all tasks within deadlines

Administrative Assistant / Insurance Advisor, Crossroads Insurance, Winnipeg, Manitoba

April 2021 – Sep 2021

- Answered telephone inquiries and did administrative duties in the office.
- Scheduled office meetings and client appointments for staff teams.
- Managed phone and email correspondence and handled incoming and outgoing mail and faxes.
- Liaised between clients and vendors and maintained effective lines of communication.
- Opened and properly distributed incoming mail to promote quicker response to client inquiries.
- Established administrative work procedures to track staff's daily tasks.
- Received and sorted incoming mail and packages to record, dispatch, or distribute to correct recipient.
- Created and maintained detailed administrative processes and procedures to drive efficiency and accuracy.
- Answered multi-line phone system, routing calls, delivering messages to staff and greeting visitors.

Administrative Assistant / Insurance Advisor, The Co-Operators, Dauphin, Manitoba

Jan 2020- Apr 2021

- Adjusted client policy plans as requested, calculating and providing new quotes based on coverage details
- Organized all hard copy documents electronically

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- Diligently responded to email inquiries within 12 hours of receipt
- Utilized proprietary software for entering customer information into a computerized database
- Scheduled teleconference meetings with all parties to assist in resolving outstanding issues
- Working closely with commercial marketing, sales and account management to achieve business goals.
- Managed filing system, entered data and completed other clerical tasks.

Team Leader, Tim Horton's, Dauphin, Manitoba

Feb 2018-Jan 2020

- Investigated and resolved customer inquiries and complaints in an empathetic manner
- Maintained overall safe work environment with employee training programs and enforcement of safety procedures.
- Conferred with customers by telephone or in person to provide information about products or services, took or enter orders, or obtain details of complaints
- Perform various financial activities such as cash handling, closing the pos systems, deposit preparation
- Encourages an exciting and fun work environment while motivation team members to meet goals.
- Managed leave requests and absences and arranged covers to facilitate smooth flow of operations.

Director, Georgian College Student Association/ Admin Assistant, Georgian College, Barrie, Ontario

Sep 2016-Apr 2017

- Collaborated in the development and maintenance of a comprehensive student activities program.
- Helped in managing the GCSA budget and helped out in Georgian Food locker that provide emergency on-campus food bank for Georgian College students in need.
- Monitored and coordinated workflows to optimize resources.
- Worked closely with organizational leadership and board of directors to guide operational strategy.
- Monitored office workflow and administrative processes to keep operations running smoothly.
- Drafted and distributed reports to assist board members with critical business decisions.

Peer Mentor/ Front Desk Assistant, Georgian College, Barrie, Ontario

May 2014-Aug 2015

- Acted as receptionist at front desk in absence of administrative assistants; registered students for advising sessions, provided information and resolved issues.
- Encouraged students to explore age-appropriate and career-related opportunities.
- Implemented strategies to help mentees manage stress and difficult emotions.
- Empowered students through counseling and skill-building exercises.
- Supported mentees in navigating college admissions processes and achieving academic success.

Office Assistant, Jeewanjot Nursing Institute, Punjab

May 2014-June2015

- Provided exceptional customer service by appropriately answering client concerns, forwarding messages and confirming appointments as necessary
- Upheld office schedule to ensure day-to-day business needs were met
- Performed data entry tasks and filed patient reports on a daily basis
- Scheduled testing and appointments for patients both in person and over the phone

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- Participate in management meetings, recording notes and creating action plans.
- Delivered clerical support by handling range of routine and special requirements.
- Assisted with budgeting and financial management to keep office operating within budget.

REFERENCES

Available upon request.