

Gagandeep Kaur

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Professional Summary

Reliable and hardworking professional with a strong background in customer service, teamwork, and problem-solving. Skilled in working in fast-paced environments, handling responsibilities with accuracy, and maintaining a positive attitude under pressure. Dedicated to providing excellent service, supporting team goals, and creating a welcoming experience for customers and colleagues alike.

Professional Experience

Dollarama | Customer Service Associate

Surrey, BC | Sep 2024 - Apr 2025

- Assisted customers with purchases, questions, and concerns while ensuring a positive and inclusive in-store experience.
- Managed cash handling, inventory, and general store upkeep with attention to detail.
- Demonstrated strong teamwork and problem-solving skills in a busy retail environment.

eClerx Services Ltd | Analyst

Chandigarh, India | 2018 – 2021

- Provided detailed client support through data analysis and reporting, ensuring accuracy and prompt delivery of solutions.
- Collaborated across departments to improve process efficiencies and client satisfaction.
- Maintained professionalism and integrity while resolving client issues.

PrepLadder Pvt. Ltd. | Assistant Video Editor

Panchkula, India | 2017 - 2018

- Edited and delivered 25+ educational videos used by 30,000+ students on the PrepLadder platform and YouTube.
- Coordinated with content teams to meet production goals and maintain quality standards.

Education & Certification

British Columbia Institute of Technology (BCIT) | Burnaby, BC

Graphic Design Certificate Program (Current Student)

Sanatan Dharma College (Lahore) | Burnaby, BC

Bachelor of Commerce (VOC) | 2016

Skills & Attributes

- Strong communication and interpersonal skills.
- Integrity and accountability in all responsibilities.
- Time management and problem-solving in high-pressure environments.
- *Technical proficiency:* **Microsoft Office, Adobe Creative Suite, video editing tools.**

Availability

- Able to work up to 24 hours/week (daytime, evening, weekends)