|  |  |  |
| --- | --- | --- |
| Name:gurSimran Talented management professional with a natural talent for leading and motivating people to achieve challenging objectives. Effortlessly build team connections, oversee operations, and improve policies to maximize the efficiency and performance of each team member. Skilled in training and mentoring employees to develop every person to their full potential. Flexible customer service representative who excels in fast paced environment looking for a position with growth opportunities. Contact **PHONE:**  **(437) 260-8862**  **Email:**  Gursimranbariana27@gmail.com  **Address:**  33 Verne Crescent  Scarborough, ON SkillS/ Knwoledge  * Customer oriented * Quick Learner * Dedicated team player * Skilled up Seller * Friendly and helpful * Good with Excel and word |  | EDUCATIONIndian Certificate of Secondary Education Mount Carmel, Hoshiarpur Studying Software engineering technician September 2022 - ongoing  Centennial College, ON WORK EXPERIENCESubway – Supervisor **Toronto – Canada (October 2022- current)**   * Managed kitchen staff and applied reinforcement, promoting pleasant working environment. * Modified standard recipes to account for ingredient issues or customer requests, including allergen concerns. * Excelled in every store position and regularly backed up front-line staff. * Managed schedules accepted time off requests and found coverage for short shifts. * Kept employees operating productively and working on task to meet business and customer needs.  International cosmetology- SupervisorDasuya, India (April 2019 – January 2020)  * Greet every guest with a mile and friendly hello, even when busy which maintains the reputation of the store. * Learn how to manage the time with proper utilization of resources so can be able to keep things in proper and efficient way. * Work in group as well as individually for long period of time and easily cooperate with others which results in maintaining relationship between employee and employer. * Handle pressure without making any compromising quality, performance and speed so can be recognized by the manager later. * Answered guests request for additional supplies so they would not face any inconvenience in the service.   Teledirect call Centre - Customer service representative.  **Work from Home (March 2020 – October 2021)**   * Provide top level technical support to customers with issue regarding their phones, iPad. * Set proper customer expectations and maintained customer contact until issue resolution. * Keep within metrics and maintained 95% customer satisfaction ratings. * Managed incoming and outbound calls, setup appointments and kept commitments to call customer back during the time intensive tasks.  Coffee Beans - Customer service representative **Dasuya, India (November 2021- April 2022)**   * Maintaining solid customer relationship by handling grievances and concern with speed and professionalism. * Promptly and empathetically handled guest concern and complaints. * Maintaining high standards of customer service during high volume and fast paced operations. * Assembled food orders while maintaining appropriate portion control. * Reported to each shift on time and ready to work.   **Cashier- Supermarket**  **Hoshairpur, India (April 2022- August 2022)**   * Counting money in cash drawers at beginning of shift. * Issuing the correct change to customer. * Resolving customer complaints. * Handling refunds, exchanges. * Using electronic scanner to identify the price of merchandise. |