

# KULJIT KAUR

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## PROFESSIONAL SUMMARY

Self-motivated and highly reliable college student positioned to contribute strongly to customer service and sales operations demanding tact, enthusiasm, and exemplary work ethic.

## EDUCATION

### Computer Programming

Seneca College, Toronto

Sept 2021- Present

### Grade 12- CBSE

Ram Ashram Public School, Amritsar

April 2020

## WORK EXPERIENCE

### Customer Service Representative

Urban Boutique, Amritsar

May 2020- Aug 2021

- Identified and assessed customers' needs to achieve satisfaction
- Built sustainable relationships and trust with customer accounts through open and interactive communication
- Provided accurate, valid, and complete information by using the right methods/tools
- Met personal/customer service team sales targets and call handling quotas
- Handled customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
- Kept records of customer interactions, process customer accounts and file documents

## ADDITIONAL SKILLS

- Strong communication skills
- Proficient in MS Office suite
- Detail Oriented
- Empathetic and courteous
- Positive Attitude
- Adaptable