




Kiratpal Johal

 jkiratpal@gmail.com |  778-317-7226 |  Vancouver, BC V5R 4K3

Professional Summary

Reliable and enthusiastic university student with strong experience in customer service, cash handling, and support roles. Proven ability to work efficiently in fast-paced retail environments while maintaining a professional and friendly demeanor. Skilled in using POS systems, resolving customer concerns, and following store procedures. Eager to contribute to a positive customer experience.

Core Skills

- Customer Service & Communication
- Cash Register & POS Systems
- Attention to Detail & Organization
- Team Collaboration
- Time Management
- Conflict Resolution
- Basic Merchandising
- Loss Prevention Awareness
- Problem Solving

Experience

- **Customer Support Representative**

Concentrix – Vancouver, BC

Jan 2021 – Sept 2021

- Delivered prompt and friendly service in a high-volume call center.
- Helped customers resolve issues with products and services, maintaining a calm and professional tone.
- Tracked and documented interactions using internal systems.
- Maintained up-to-date knowledge of products and services offered.

- **Helpdesk Support**

Taiga Building Products – Vancouver, BC

Sept 2021 – Aug 2022

- Provided remote support for technical issues, ensuring high-quality customer service.
- Managed support tickets and followed up for timely resolution.
- Developed adaptability and multitasking skills under pressure.

- **IT Support Technician**

Precision OS Technologies – Vancouver, BC
Aug 2022 – June 2023

- Assisted team members with technical troubleshooting in person and remotely.
- Maintained detailed logs of support requests and resolutions.
- Known for clear communication when guiding users through technical issues.

Education

Bachelor of Computer Science (In Progress)
Simon Fraser University – Burnaby, BC

Availability

Available part-time, including evenings and weekends.
Can start immediately.