

ARMANJEET SINGH

Data Analyst

About me

- Computer Science student experienced in healthcare coordination, academic support, and customer service.
- Strong leadership and scheduling skills from roles as Team Lead, Intake Coordinator, and Teaching Assistant.

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Education

2021 - Present

University of Winnipeg

Bachelors of Science in Applied Computer Science (Honours)

Experience

CBI Home Health

Team Lead - Afterhours

April 2025 -

- Resolved urgent issues efficiently through SOS chat, collaborated with scheduling to fill staffing gaps, and created accurate schedules based on client timeframes.
- Fostered a supportive team environment by mentoring staff, encouraging collaboration, and escalating critical concerns to management to maintain high-quality care.

Intake Coordinator

Feb 2025 - April 2025

- Maintained secure and organized client records while efficiently coordinating OHaH referrals and handling discharges or holds with attention to detail.
- Built trust with clients through clear welcome calls, tailored initial schedules based on their preferences, and promptly processed referral updates to meet evolving care needs.

Scheduling Coordinator

July 2024 - Feb 2025

- Quickly adapted client and staff schedules in Alayacare to reflect changes, while carefully documenting all communications to ensure accuracy.
- Collected and recorded detailed verbal and written information, proactively reporting service issues and managing incident documentation to improve operations.

University of Winnipeg

Teaching Assistant (ACS-1805 Winter 2023-Spring 2025, ACS1904 Winter 2023-Winter 2024)

Jan 2023 -

- Maintained exam integrity by enforcing strict protocols, while actively supporting students by clarifying concepts and addressing questions during labs and exams.
- Delivered personalized guidance through hands-on lab support, troubleshooting technical issues, and offering constructive feedback to help students improve and avoid common mistakes.

Hi-Flyer Foods

Customer Service Team Member

May 2021 -

- Prepared accurate orders quickly and kept the dining area clean and sanitized, ensuring a high-quality customer experience.
- Handled customer inquiries with professionalism, resolved complaints effectively, and provided helpful information on menu items and promotions.

SKILLS

- Customer Service
- Scheduling & Coordination
- Technical Proficiency
- Team Leadership & Mentorship
- Communication & Collaboration
- Problem-solving & Adaptability

LANGUAGE

English

Hindi

English

REFERENCE

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