

Sukhjinder Kaur

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sukhmanyu@gmail.com

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Profile

Focused, attentive and results-oriented professional with strong work ethics. Solid team player with an outgoing, positive demeanour and proven skills in establishing rapport with clients. Motivated to maintain customer satisfaction and contribute to company success

Professional Strengths

- Strong communication, analytical and problem-solving skills, active listening, time management, multi-tasking and quick adaptation to the situation
- Ability to quickly find solutions to problems with minimal supervision
- Experience in customer service, team handling and administration
- Able to recognize the opportunity to exceed customer expectations and take ownership

Technical Skills

- Familiar with various languages such as C#, HTML, CSS, JavaScript, Python, SQL
- Proficient in Microsoft Office, Excel, PowerPoint, Visual Studio/Code, SQL Developer, Microsoft Expression Web, Visio, Visual Paradigm, Lucid charts and UML
- Knowledge of Software Development Life Cycle (SDLC), Agile Methodology

Education

Software Engineer Technology (Co-op) Advanced Diploma

Centennial College, Scarborough, Canada

Sep 2019-Present

Current GPA: 4.063/4.5

Expected date of graduation: Dec-2022

Relevant courses included:

- | | | |
|--|----------------------------------|--|
| ▪ Programming (C#) | ▪ Database and Advanced Concepts | ▪ Python |
| ▪ Web Interface and application Design | ▪ Software Testing and Quality | ▪ Java programming |
| ▪ Client-Side Web Development | ▪ Unix/Linux Operating Systems | ▪ Object Oriented Software Engineering |

Academic Projects:

Web and Client-Side Web Development - <http://studentweb.cencol.ca/skaur831/>

Programming and Software Development - <https://github.com/Sukhjinder-Kaur>

Investment Funds Canada (IFC)

Canadian Securities Institute, Toronto, Canada

Jan 2019-Jan 2019

Bachelor of Arts

Panjab University, Chandigarh, India

April 2010-May 2013

- Canadian equivalency to Bachelor of Liberal Arts confirmed by World Education Services, Toronto, ON

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Work Experience

Customer Representative

July 2018-Aug 2019

Bank of Nova Scotia, Toronto, ON

- Processed financial transactions such as deposits, withdrawals, bill payments, wire transfers for customers in an accurate and efficient manner
- Contributed to the branch business objectives by meeting individual and referral goals
- Exercised judgment when dispensing information to maintain the confidentiality of sensitive information
- Managed administrative documentation related to the loan applications and current customer accounts
- Ensured a high standard of customer service is consistent with Scotia service standards
- Identified and responded to customer's needs timely by providing them information on products and services

Branch Manager

July 2014-Feb 2018

Pyramid E Services, Chandigarh, India

- Developed a sales and marketing plan to achieve yearly sales target
- Monitored Customer Relationship Management System weekly report to find an opportunity for enhancement
- Ensured administrative activities are conducted in compliance with organizations goals
- Responsible for coaching and training of new staff
- Supervised daily branch operations to ensure customer satisfaction and retention

Center Head

Apr 2013-May 2014

Genesis Educates, Chandigarh, India

- Managed daily operations and coordination of activities through delegating work tasks
- Prepared and monitored budget for the operations, research and student education projects
- Developed and recommended new programs, projects and activities for educational purpose
- Effectively managed and responded to both student's and parent's concerns
- Made arrangements for educational events and conferences

Sr. Coordinator

July 2011-Mar 2013

Lakshya Forum for Competitions Pvt. Ltd., Chandigarh, India

- Maintained fee trackers, monthly income and expense reports and update them timely
- Developed and maintained the relationship with students, parents and faculty members
- Provided a high level of customer service and successfully achieved business targets
- Counseled students for courses offered by the institute
- Helped students to understand their skill sets and provided those ways to utilize it