JAGJOT KAUR

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📍 Brampton, Ontario, Canada

# Professional Summary

Dedicated and detail-oriented Associate II, Configuration & Deployment with robust experience in IT configuration, customer interaction, sales order processing, purchasing, and inventory operations. Demonstrates strong organizational skills, cross-functional teamwork, and a high level of accuracy in fast-paced environments. Adept at managing deployment logistics, maintaining inventory systems, and providing outstanding support to internal teams and clients.

# Professional Experience

**Associate II, Configuration, Deployment & Order Management***Ingram Micro, Mississauga, ON*November 7, 2022 – Present

- Responsible for end-to-end IT hardware configuration, deployment, and imaging for Phoenix Group projects.  
- Directly communicated with internal and external customers to gather requirements and provide updates.  
- Processed sales orders accurately using internal ERP systems, ensuring timely fulfillment and shipping.  
- Assisted with purchasing by coordinating product availability, part sourcing, and vendor communication.  
- Maintained inventory accuracy through audits, documentation, and real-time system updates.  
- Supported team leads in managing large-scale deployments, ensuring devices were prepared, quality-checked, and delivered on time.  
- Maintained strict compliance with safety protocols and company policies.

**Quality Control Associate***CRS Packing, Woodbridge, Toronto, ON*September 2021 – October 2022

- Inspected incoming and outgoing products for quality and adherence to company standards.  
- Conducted detailed audits and maintained accurate records of quality control processes.  
- Collaborated with production teams to identify and resolve defects or issues.  
- Assisted in implementing process improvements to enhance product quality and operational efficiency.  
- Ensured compliance with health and safety regulations.

# Education

St. Lawrence College – Kingston, ON

Postgraduate Certificate, Business Administration – Human Resources

Jan 2022 – Aug 2022

Canadore College, Stanford Mississauga Campus – Mississauga, ON

Postgraduate Certificate, Business Management

May 2021 – Dec 2021

Government College of Education, Malerkotla, Punjab, India

Bachelor of Education (B.Ed.)

2019 – 2020

Tara Vivek College, Maler Kotla, Punjab, India

Bachelor of Science (B.Sc.)

2015 – 2018

# Skills

- IT Configuration & Deployment  
- Sales Order Processing  
- Purchasing & Vendor Coordination  
- Inventory Control & Documentation  
- Quality Control & Auditing  
- Customer Communication  
- MS Excel & ERP Systems  
- Team Collaboration  
- Accuracy & Time Management