Aarti Jaswal

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Professional Summary

Tech-savvy and customer-focused professional with over 6 years of experience blending front-end web development, troubleshooting, and face-to-face technical support. Adept at balancing technical tasks with customer satisfaction, and known for delivering practical solutions in fast-paced environments. Skilled in resolving customer issues, maintaining equipment functionality, and communicating technical details clearly to non-technical users. Experienced, insurance advising, and basic hardware/software maintenance, with a strong record of providing seamless service in both retail and office settings. Currently pursuing an MBA to build stronger leadership and business skills.

Experience

Insurance Agent Apr 2023 – Present
Experior Financial Group Surrey, BC

- Meet with clients to understand their insurance needs
- Explain policy options, coverage limits, premiums, and exclusions in a clear and professional manner
- Generate and compare insurance quotes from multiple providers
- Address client inquiries and provide guidance on policy details and claims procedures
- Liaise with underwriters and claims adjusters on behalf of clients
- Ensure all processes comply with insurance regulations and company policies
- Build and maintain long-term relationships with clients through follow-up and quality service
- Stay updated on industry trends, product offerings, and regulatory changes through ongoing training

Web Developer & Mock Designer Aug 2018 – Aug 2022
PJ Web Creations

- Developed responsive, SEO-friendly websites using HTML and CSS for clients across industries
- Created visual assets and mockups tailored to customer preferences and business goals
- Handled client support, tech consultations, and project updates
- Implemented cross-platform compatibility solutions and performance optimization techniques

Web Developer & Mockup Designer Jun 2016 – Aug 2018
Nugen Computers & IT Services

- Collaborated with graphic teams to build user-focused web designs
- Delivered front-end builds and supported updates across client projects
- Designed layouts for mobile and desktop compatibility using standard HTML/CSS practices
- Offered direct technical support to non-technical clients during site launches

Web Developer & Mockup Designer Feb 2012 – Apr 2014
Nugen Computers & IT Services

- Interacted with clients to understand their requirements and delivered customized layouts
- Built SEO templates and user interface frameworks using HTML/CSS
- Maintained and scaled multiple client projects

Education

MBA
University Canada West

Expected graduation Dec 2025

M.Sc in CS
Guru Nanak Dev University

May 2016

B.Sc in IT
Punjab Technical University

Sep 2009

Skills

- HTML/CSS
- Time Management & Multitasking
- Customer service
- Client needs analysis

- Front-End Development
- Team Collaboration & Problem Solving
- Customer follow-up

- SEO & Responsive Design
- Technical Troubleshooting
- Client relations