

Amritpal Gill

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An Office Administration Executive graduate seeking to augment my knowledge, skills, and ability in administration/customer service and to aid in the productivity and overall objective of a reputable company.

CORE COMPETENCIES AND RELEVANT SKILLS

- Proficient in Microsoft Word, Excel, PowerPoint, Access, Outlook.
- 50 wpm keyboard skills with a high degree of accuracy.
- Exceptional communication and interpersonal skills; ability to adapt to change.
- Highly organized and good listening skills; excellent management skills and data entry skills.
- High level of professionalism, outgoing and energetic with excellent networking skills.
- Demonstrated accuracy, attention to detail, and ability to work well independently.
- Excellent knowledge of general office procedures and practices .

EDUCATION

Office Administration – Executive Diploma -January 2017- April 2018

Centennial College, School of Business, Toronto

Relevant courses included: PowerPoint, Excel; Word, Access, Office Procedures and Communications, Office Financial Records, Accounting Fundamentals, Computerized Bookkeeping, Project Management, Social Media Management.

WORK EXPERIENCE

Dispatcher

Abrams Towing, Toronto, ON - October 2018- Present

- Receive and dispatch calls and record information in computer software.
- Using radio, phone and computer to send drivers to appropriate locations under given ETAs.
- Monitor route and status of trucks to coordinate and prioritize their schedule.
- Enter data in the computer system and maintain logs and record of calls, activities and other information.
- Providing drivers with information about dispatched calls, traffic, obstacles and requirements.
- Clearing invoices using computer software, printing and maintaining record of invoices.
- Running credit cards, debits and MasterCard and charging to accounts according to invoices.

- Multitasking and working well under the pressure, typing and filing documents.
- Active listening with excellent communication skills, data entry and handling and responding quickly to incoming emails.

Customer Service Advisor/Credit Operations (Call Centre)

Millennium1 Solutions (PC Bank), Toronto, Ontario - July 2018-November 2018

- Taking high volume incoming calls and greets customers on the phone; inquire into their purpose of calling.
- Listen carefully and make notes of information and ask questions to determine the problem.
- Pulling up account information by verifying primary and secondary information depending on the nature of query.
- Providing clients with information once verified.
- Performing work entries, notes and messages, maintaining and updating customer details.
- Typing out information in the system while on call.
- Upgrading credit cards, changing credit limits, approving applications.
- Helping clients with online and offline banking problems.
- Experience using soft wares such as Ice Bar, Cisco Jabber, TCI, and TS2, TransUnion.

Sales and Marketing Representative

Zip International, Toronto, Ontario - March 2018-June 2018

- Meeting with potential customers.
- Face-to-face sales and customer service
- Creating Personal Relationship with Customers (CPR).
- Handling subsequent sales enquiries
- Cross-selling or upselling where necessary
- Primarily, doing applications of MasterCard's.
- Engaging customers, clarifying benefits and use of MasterCard.
- Contributing to an awesome working environment and team culture

Executive Assistant

Lightning Group, Toronto, Ontario - January 2018 – May 2018

- Perform data entry using Microsoft Word and Excel.
- Filing and archiving confidential documents.
- Transcribing audio messages into digital format.
- Basic bookkeeping and expense control.
- Typing documents such as memos, drafts, emails and contracts.
- Collected and organized vendor invoices and incoming cheques.
- Maintained fixed asset listing including copies of invoices for audit purposes.
- Send/receive and distribute mails.

Customer Service Representative

Walmart, Toronto, Ontario - April 2017 – April 2018

- Provided exceptional customer service in a fast-paced atmosphere.
- Resolved customer disputes in contentious departments such as sales and returns.
- Responded to incoming phone calls, and redirect them to the correct departments.
- Responsible for addressing customer complaints.
- Managed day to day operations of sales floor processing cash registers.
- Performed all position responsibilities accurately and timely .

Customer Service Representative

Tim Hortons, Toronto, ON - September 2016 – January 2017

- Greeting customers and taking their orders.
- Pack or serve the ordered meals.
- Handling cash on a daily basis.
- Consistently provided friendly guest service.
- Provide timely and courteous food and beverages service.

TRAINING AND CERTIFICATION

Hootsuite Platform Certification -social media management platform *Hootsuite Academy*

Microsoft Office Specialist Word 2013 *Certiport - A Pearson VUE Business*

Microsoft Office PowerPoint 2013 *Certiport - A Pearson VUE Business*

REFERENCES

Lori Neumann **Office Manager**; *The Lightning Group*: 416-227-2324 ext 1009

Rubina **Customer Service Manager**; *Wal-Mart*: 647-793-1327