

Hardeep Kaur Aulakh

647.202.7849 | aulakh.hardeep91@gmail.com | Brampton, ON |
<https://www.linkedin.com/in/hardeep-kaur-aulakh-1458831ab/>

"I adapt like a Chameleon."

Summary of Qualifications

- 3+ years of experience in administration within the immigration consulting sector supporting newcomers to Canada
- Proficient in computer applications including Microsoft Office, Database Management, and Photoshop with the ability to store, arrange, and retrieve data at an advanced level
- Provides excellent communication, leadership, and organizational skills, while ensuring deliverables are met for multiple workloads
- Fluent in English, Hindi, and Punjabi, highlighted by strong verbal and business correspondence skills

Technical Skills

Operating Systems: Windows, Android, iOS, Mac OS

Applications: Microsoft Office 365, Dreamweaver, Adobe Photoshop

Tools: G Suite by Google, OneDrive

Project Management: Agile, Scrum and Gantt Charts

Languages: HTML, CSS, Bootstrap 4

Work Experience

Customer Service Representative

October 2020 - Present

Canada Post (Nordia) | Brampton, Ontario

- Handles 50+ customer interactions per day, giving detailed, personalized, friendly and polite service to ensure customer retention and satisfaction
- Assists customers effectively by solving their disputes
- Maintains strong company product and service knowledge to better assist customers with concerns, questions and general education
- Accurately verifies information and updates information databases as necessary

Administrative Assistant

March 2016 - May 2019

Victoria Canadian Immigration | Mississauga, Ontario

- Maintained appointment schedules and calendars, provided reminders as appropriate, and coordinated travel arrangements for the director.
- Received and redirected telephone calls in a friendly manner ensuring those with language barriers were

supported accordingly

- Filled Work Permit, Permanent Resident, Passport, Study Permit and Spouse Sponsorship applications, as per government regulations
- Helped local and overseas clients with their immigration related inquiries while keeping all the conversations confidential.
- Initiated and responded to written and verbal correspondence, including composition, editing, for external and internal distribution
- Greeted visitors entering the office as the first point of contact, determined the nature of visit and warmly directed them to the appropriate destination
- Verified receipts and ensured that all payments due were fulfilled in a timely manner, which resulted in a balanced budget line
- Provided informative advice while assisting clients on immigration matters using professional knowledge of Canadian Immigration pathways and systems
- Delegated application filling work to 3 administrative assistants and managed their workload and output
- Communicated with clients and scheduled face-to-face meetings with the executive, when required
- Sorted and distributed office mail and recorded incoming shipments for corporate records.

Telemarketer

August – Dec 2015

Deluxe Windows and Doors | North York, Ontario

- Promoted products over telephone by cold calling (10-15 calls per hour) and advanced persuasive sales techniques
- Gave detailed explanations of services, rates, policies and product description to the customers and handled their queries while guiding them back to the point of sale
- Recorded customers reactions about the services and products to contribute to annual sales data and metrics gathering
- Scheduled appointments for the prospective customers by being tactful with booking mutually beneficial timeslots

Education & Certifications

CompTIA A+

Sept 2020

Cisco IT Essentials Certification

Sept 2020

Junior IT Analyst Program

May - Sept 2020

NPower Canada | Toronto, Ontario

Postgraduate Certificate in Global Business Management

September 2015

Humber Business School | Toronto, Ontario

Bachelor of Technology in Computer Science and Engineering

July 2013

Gurukul Vidhyapeeth Institute of Engineering and Technology | Banur, Punjab, India