

Khushpreet Singh

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Computer Information Systems graduate specializing in Information Systems Security with proven leadership and problem-solving abilities along with strong skills in programming, database management, and network administration.

TECHNICAL SKILLS

- Object-oriented programming
- Data Entry
- Active Directory
- DBMS
- Help desk operation
 - Python
 - Tableau
 - UX and UI Design
- Inventory Management
 - CSS/Javascript
 - SQL
 - Team leadership

EDUCATION

University of the Fraser Valley

Bachelor's degree, Computer and Information Systems

- Major in Information Systems Security
- Software development
- Systems analysis and design
- User interface design
- Web and database design and programming
- Project management
- Computer security
- Network design and administration
- System and database administration
- End user support
- Management of technology

WORK EXPERIENCE

CUSTOMER SERVICE REPRESENTATIVE

JUN 2024 - CURRENT

HINDUJA GLOBAL SOLUTIONS

- Communicate with customers through inbound calls, outbound calls, and email channels.
- Identify customer needs through active listening, exercising emotional intelligence, and asking follow-up questions.
- Use the provided knowledge base to research answers to customer inquiries and respond with timely, accurate information.
- Document customer needs, interactions, and outcomes.
- Providing exceptional customer service through effective communication skills, taking ownership of the interaction, and speed of service.

Skills Learned: Customer communication, active listening, research and problem-solving, documentation, time management, communication skills, customer satisfaction, adaptability, and teamwork.

DEPARTMENT MANAGER

FEB 2024 - MAY 2024

WALMART CANADA

- Managed and updated inventory records for both sales floor and storage areas.
- Adjusted product placements and pricing to optimize sales and reduce excess inventory.
- Trained and supervised team members to achieve proficiency in their tasks.
- Ordered supplies and products based on demand, promotional activities, and seasonal trends.
- Performed inventory control and verification by checking invoices for correct items and amounts, and processing claims as necessary.

Skills Learned: Attention to detail, leadership and management, inventory management, analytical skills, adaptability, communication skills, organizational skills, and problem-solving.

CAP-2 RETAIL ASSOCIATE

MARCH 2022 – FEBRUARY 2024

WALMART, CANADA

- Completing live unloading of other types of merchandise.
- Maintaining cold chain for refrigerated and frozen receiving and stocking.
- Assisting in stocking the sales floor and providing customer service.
- Sorting merchandise for processing.

Skills Learned: Logistics and operations, inventory, customer service, teamwork, and organizational skills.