

Bhupinderjit Kaur

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CAREER OBJECTIVE

Providing Exceptional Service, Building Loyal Relationships, Solving Problems, or Increasing Sales. Dynamic customer service professional experienced in both call-center and retail store settings. Productive relationship builder: excel at listening to customer needs, articulating product benefits, and creating solutions that provide value to the customer. Highly professional, dependable, reliable, and able to perform duties with minimal supervision.

HIGHLIGHTS OF QUALIFICATIONS

- Excellent Technical skills
- Excellent Communication skills
- Good at customer service
- Bachelor's Degree in computer science

TECHNICAL SKILLS AND KNOWLEDGE

1. Great team player and excellent independent worker
2. Excellent oral and written skills
3. Stellar customer service skills
4. Commendable problem-solving skills
5. Good interpersonal skills
6. Impressive critical thinking skills
7. Excellent record-taking capabilities
8. Good decision-making skills
9. Retentive memory
10. Proficiency in English

EDUCATION

Computer Engineering Technology Diploma

Centennial College

Toronto, Ontario, Canada (2019-present)

Graduated on April 2020

Relevant Courses Include: Programming Languages; java
C-sharp, java script, Python.

Bachelor of Information and Technology Degree

DRV DAV college Phillaur

Punjab, India (2015-2018)

RELATED WORK EXPERIENCE

Chatr Mobile Scarborough Town Center

December 2019 - Present

Sales Representative

- Build and Establish customer Relationships.
- Work with customers to understand their needs and recommend the best solutions to them.
- Own the resolution of customer issue and resolve with urgency and good judgement.
- Skilled in using the computer software.
- Performance Oriented.

Pizza Store

Customer Representative

January 2018 - 2019

- Handle guest orders & inquiries, complaints, billing questions and payment.
- Helped company attain the highest customer service ratings.
- Officially commended for initiative, enthusiasm, tenacity, persuasiveness, intense customer focus and dependability in performance evaluations.
- Earned 100% marks in all categories including communication skills, listening skills, problem resolution and politeness.
- Performance Oriented.

VOLUNTEER EXPERIENCE

- I worked volunteer at centennial college at reception desk on convocation and I got certificate for the volunteer work.

LANGUAGES

- English
- Hindi
- Punjabi

REFERENCES

- Available upon request