

Kirandeep Kaur

Customer Service | Case Management | Data Analysis

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PROFESSIONAL SUMMARY

A highly motivated and versatile professional with experience in customer service, case management, and administrative roles across various sectors, including energy, education, retail, and healthcare. Demonstrated expertise in delivering exceptional service, resolving complex issues, and fostering positive customer experiences. Strong communicator with proven problem-solving abilities, attention to detail, and leadership skills. Proficient in CRM systems, case management software, data analysis, and digital tools. Adaptable and quick to embrace new systems and technologies, with a focus on achieving operational efficiency and driving customer satisfaction.

KEY SKILLS & COMPETENCIES

Soft Skills:

- **Customer Service Excellence** – Delivered exceptional service, enhancing customer satisfaction and retention.
- **Effective Communication** – Clear, empathetic communication with customers, colleagues, and stakeholders.
- **Problem Solving** – Resolved complex issues with a solution-focused approach, ensuring timely outcomes.
- **Conflict Resolution** – Managed customer concerns professionally, preventing escalations and ensuring satisfaction.
- **Team Collaboration** – Worked well within teams, contributing to goal achievement and positive work environments.
- **Attention to Detail** – Maintained accuracy in case management, data entry, and transactions.
- **Time Management** – Prioritised tasks effectively to meet deadlines in fast-paced settings.
- **Adaptability** – Quickly adjusted to new tools, systems, and changes in workflows.
- **Empathy** – Provided compassionate support in customer service and case management.
- **Leadership and Mentoring** – Supported peers in achieving team goals, fostering a collaborative environment.

Technical Skills:

- **CRM Systems** – Experienced with Salesforce, Microsoft Dynamics, and other CRM tools.
- **Case Management Software** – Utilised advanced case management tools for efficient issue resolution.
- **Data Analysis (Excel)** – Analysed and reported data using Excel features like pivot tables and formulas.
- **Digital Tools and Platforms** – Proficient with Moodle, Canvas, Starfish, and PowerPoint to improve productivity.
- **Microsoft Office Suite** – Strong skills in Word, Excel, and PowerPoint.
- **Billing and Payment Platforms** – Managed customer accounts and processed payments using billing systems.
- **Online Self-Service Tools** – Guided customers in using digital platforms, increasing self-service adoption.
- **Electronic Medical Records (EMR)** – Managed accurate data entry with EMR systems, ensuring compliance.
- **Problem-Solving Tools** – Applied root cause analysis and flowcharts to address operational issues.
- **Learning Management Systems (LMS)** – Used LMS platforms to track student progress and deliver content.

PROFESSIONAL EXPERIENCE

Case Manager

Energy Australia, Melbourne, VIC, Australia

Nov 2024 – Current

Responsibilities:

- Managed over 180 complex customer cases, including billing disputes, financial hardship, and service connection delays, using advanced case management and CRM systems.
- Served as the primary contact for 100+ escalated customers, providing consistent, end-to-end communication and ensuring transparency throughout the resolution process.
- Investigated and resolved approximately 75 distributor-related service issues and coordinated with 20+ internal and external teams to ensure accurate outcomes and timely delivery.
- Assessed eligibility and implemented tailored support plans for over 60 hardship cases, aligning with regulatory requirements and Energy Australia's support frameworks.
- Logged and maintained detailed documentation across 100% of cases, ensuring traceability, compliance with the Energy Retail Code, and adherence to privacy legislation.
- Responded to 30+ escalations from the Energy and Water Ombudsman and other regulators, ensuring timely, customer-focused outcomes and mitigating potential non-compliance risks.

Achievements:

- Reduced average case resolution time by 21% through streamlined collaboration with internal departments and optimised case triage methods.
- Increased customer satisfaction scores on managed cases by 26%, attributed to consistent follow-ups and empathetic, solution-oriented communication.

- Achieved 100% compliance on internal audits for case handling, documentation, and regulatory adherence across three consecutive quarters.

Customer Service Representative

Energy Australia, Melbourne, VIC, Australia

May 2024 – Nov 2024

Responsibilities:

- Handled over 1,200 inbound and outbound calls related to gas and electricity accounts, including billing inquiries, service requests, and account changes using internal CRM and billing platforms.
- Processed approximately 300 new account setups, 150 service transfers, and 200 disconnections, ensuring full compliance with Australian energy regulations and company protocols.
- Created and managed more than 400 payment arrangements and 250 direct debit setups, clearly explaining bill charges, smart meter data, and usage trends to customers.
- Logged and updated 1,000+ customer interactions in real time using CRM systems, ensuring accurate records and timely follow-ups.
- Coordinated with technical and field support teams on over 100-meter readings and 70 fault investigations, facilitating prompt resolutions through effective communication workflows.
- Promoted and guided more than 600 customers through Energy Australia's digital self-service tools, reducing call volume and enhancing user satisfaction with the online portal and app.

Achievements:

- Improved first-call resolution rate by 28% through clear communication, proactive issue handling, and consistent use of data from billing and CRM systems.
- Reduced average handling time by 19% by streamlining account authentication, service processes, and using smart scripting tools.
- Contributed to a 24% increase in digital tool adoption by actively educating customers on the benefits of Energy Australia's online self-service options.

Student Advisor – Monash Connect

Monash University, Melbourne, VIC, Australia

Mar 2024 – May 2024

Responsibilities:

- Advised over 180 undergraduate and postgraduate students on course selection, academic planning, and graduation requirements using Salesforce for tracking communications and academic milestones.
- Conducted 50+ one-on-one advising sessions and 10 group workshops, utilising Zoom and Microsoft Teams to increase student engagement and retention.
- Collaborated with 7 academic departments and flagged 35 students at academic risk, initiating early intervention strategies via Moodle and Canvas data analysis.
- Delivered 3 orientation programs and 5 development workshops, coordinating content with faculty and using Microsoft PowerPoint and Google Workspace tools.
- Maintained and updated over 250 advising records in Slate and Microsoft Excel, applying formulas and pivot tables to streamline student progress monitoring.
- Resolved 60+ technical queries, guiding students in navigating LMS platforms, Calendly, and campus systems, with basic troubleshooting and user support.

Achievements:

- Improved student appointment show-up rate by 22% through optimised scheduling using Starfish and personalised email reminders.
- Increased workshop attendance by 35% by leveraging targeted outreach campaigns via Salesforce CRM and student segmentation strategies.
- Reduced academic probation rates among advised students by 18%, driven by timely interventions informed by data analysis in Excel and LMS usage reports.

Casual Childcare Educator - Casual

ANZUK Education, Melbourne, VIC, Australia

Responsibilities:

- Facilitated engaging learning activities for children aged 3-5, fostering cognitive, social, and emotional development.
- Supported individual child progress through observations and assessments, resulting in tailored educational plans and an 80% average improvement rate.
- Collaborated with team members to create diverse lesson plans, incorporating various learning experiences and materials.
- Ensured children's well-being and safety by assisting with daily routines, including meal times, rest periods, and hygiene practices.
- Maintained accurate records of children's developmental milestones, behaviours, and incidents.
- Encouraged positive and inclusive interactions among children, promoting social skills, conflict resolution, and respect for others.

Achievements:

- Achieved an 80% average improvement rate in child development through tailored educational plans.
 - Implemented engaging lesson plans resulting in a 15% increase in children's participation and enthusiasm.
 - Enhanced safety measures, resulting in a 10% decrease in accidents and incidents.
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Retail Sales Assistant

Nutrition Warehouse, Melbourne, VIC, Australia

Responsibilities:

- Processed customer transactions accurately and efficiently, averaging 100 transactions per day with a 99% error-free rate.
- Provided excellent product knowledge to customers, resulting in a 20% increase in average customer spending.
- Delivered exceptional customer service by addressing inquiries and resolving issues, maintaining a 95% customer satisfaction rate.
- Promoted store loyalty programs and upselling opportunities, contributing to a 10% increase in customer enrolment and sales revenue.
- Assisted in visual merchandising to ensure an appealing and organised store layout, increasing customer engagement by 15%.
- Maintained cleanliness and organisation of the store to provide a pleasant shopping experience for customers.

Achievements:

- Achieved a 99% error-free transaction rate, ensuring accurate financial transactions.
 - Contributed to a 20% increase in average customer spending through excellent product knowledge and assistance.
 - Implemented a customer feedback system resulting in a 10% increase in positive customer reviews.
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Early Childhood Team Member - Internship

Rose Garden Early Learning Center, Sunshine, VIC, Australia

Responsibilities:

- Assisted lead educators in implementing developmentally appropriate activities for children aged 3-5, promoting cognitive, social, and emotional growth.
- Conducted observations and assessments to monitor individual child progress, resulting in tailored educational plans and achieving an average improvement rate of 80%.
- Collaborated with the team to create and implement engaging lesson plans, incorporating diverse learning experiences and materials.
- Supported children with their daily routines, including meal times, rest periods, and hygiene practices, ensuring their well-being and safety.
- Assisted in documenting and maintaining accurate records of children's developmental milestones, behaviours, and incidents.
- Facilitated positive and inclusive interactions among children, encouraging social skills, conflict resolution, and respect for others.

Achievements:

- Achieved an 80% average improvement rate in child development through tailored educational plans.
 - Implemented engaging lesson plans resulting in a 15% increase in children's participation and enthusiasm.
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Administration Assistant

Independence Australia, Tarneit, VIC, Australia

July 2021 – September 2022

Responsibilities:

- Supported a team of 10 executives and managers in daily administrative tasks, including calendar management, travel arrangements, and expense reporting.
- Handled a high volume of incoming calls and emails, maintaining a 95% response rate within 24 hours and ensuring timely and accurate communication with internal and external stakeholders.
- Managed the scheduling and coordination of meetings, conferences, and events, resulting in a 15% reduction in scheduling conflicts and improved overall efficiency.
- Prepared and edited documents, presentations, and reports, utilising Microsoft Office Suite (Word, Excel, PowerPoint) with a strong focus on formatting and accuracy.
- Assisted in the development and implementation of a new digital filing system, resulting in a 30% reduction in paper usage and enhanced accessibility of files.

Achievements:

- Maintained confidential employee records, ensuring compliance with data privacy regulations and achieving a 100% audit compliance rating.

- Streamlined office processes by implementing new procedures and tools, resulting in a 20% increase in overall efficiency.
 - Fostered positive relationships with vendors and suppliers, negotiating contracts and managing inventory, resulting in a 15% reduction in costs.
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Receptionist

Supernova Medical, Tarneit, VIC, Australia

July 2019 – June 2020

Responsibilities:

- Managed appointments for a high volume of patients, averaging 50 appointments per day, resulting in efficient patient flow and reduced waiting times.
- Demonstrated exceptional customer service skills, maintaining a satisfaction rate of 95% based on patient feedback surveys.
- Handled incoming phone calls, emails, and inquiries while simultaneously assisting patients at the front desk, effectively multitasking to meet patient needs.
- Utilised electronic medical records (EMR) system for accurate and timely data entry, maintaining an error rate of less than 1% and ensuring compliance with documentation standards.
- Collaborated with medical professionals, nurses, and administrative staff to facilitate smooth operations and contribute to a cohesive team environment.

Achievements:

- Maintained a satisfaction rate of 95% based on patient feedback surveys.
 - Achieved an error rate of less than 1% in electronic medical records (EMR) data entry.
 - Contributed to a 15% increase in overall efficiency through process improvement initiatives.
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Cashier/Customer Service

Bonds Outlet, Pacific Werribee, VIC, Australia

October 2019 – December 2019

Responsibilities:

- Processed customer transactions with accuracy and efficiency, averaging 100 transactions per day, resulting in a 99% error-free transaction rate.
- Demonstrated excellent product knowledge, assisting customers in finding suitable clothing options and accessories, resulting in a 20% increase in average customer spending.
- Provided exceptional customer service by greeting customers, addressing inquiries, and resolving issues, resulting in a customer satisfaction rate of 95%.
- Actively promoted store loyalty programs and upselling opportunities, contributing to a 10% increase in customer enrolment and sales revenue.
- Assisted in visual merchandising, ensuring an appealing and organised store layout, resulting in a 15% increase in customer engagement and product visibility.

Achievements:

- Achieved a 99% error-free transaction rate, ensuring accurate financial transactions.
 - Contributed to a 20% increase in average customer spending through excellent product knowledge and assistance.
 - Implemented a new cashier organisation system, resulting in a 10% decrease in checkout time.
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EDUCATION AND CERTIFICATIONS

Diploma of Early Childhood Education and Care

2023

Diploma of Data Analytics and Visualisation

Monash university, Melbourne, VIC

2023

Diploma of Building and Construction

AETA College, Sunshine, VIC

2021

Bachelor of Computer Applications

GNA UNIVERSITY

2019

First Aid and CPR Certificate

Basic Emergency Life Support

REFERENCES

- Available upon request