

GAGANDEEP SINGH

431-294-9848 | tocontactgagan@gmail.com | Winnipeg, MB

PROFILE

People-oriented individual looking for a stable employment with opportunities of growth and development.

SKILLS

- Customer-centric Mindset
- Effective communication
- Problem solving
- Active Listening
- Data Entry
- Telephony
- Leadership

EDUCATION

Data Science and Machine Learning

Red River College
Aug 2023 – Dec 2025

High School Diploma with Math

India
2022

EXPERIENCE

Cashier & Team Leader, Easy-Day Superstore (India)

May 2022-June 2023

Duties included :

- Handling cash transactions, processing returns and exchanges.
- Monitoring and analyzing customer interactions to ensure that service quality standards are met.
- Helping cashiers with questions, errors, and overrides.
- Implementing ongoing learning initiatives to keep the team updated about new products, services, and company policies.
- Managing breaks and coverage.
- Generating regular reports detailing team performance, highlighting achievements, and providing actionable insights.
- Providing guidance, support, and supervision to the team members.

Office Assistant, Arora Building Material (India)

Jan 2020 -Mar 2022

- Greeted visitors, clients, and employees, creating a positive and welcoming first impression.
- Answered incoming phone calls and directed them to the appropriate individuals.
- Managed and distributed incoming and outgoing mail, packages, and deliveries.
- Ensured that the office environment is tidy and well-maintained by coordinating cleaning and organizing efforts.
- Assisted in planning and organizing office events, workshops, and team-building activities.
- Coordinated with building management for office repairs and maintenance.