

# Gurpreet Kaur

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## SKILLS

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Cash Handling Skills | Client Management | Exceptional Customer Service | Analytical & Critical Thinking | Quick learner | Teamwork | Decision Making | Project Management | Relationship building.

## PROFESSIONAL EXPERIENCE

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### V Mart

Mar 2022 - Apr 2023

#### Customer Service Representative

- Provided a friendly work environment for Associates and customers and motivated the front-end team to maintain sales rates effectively.
- Corrected register errors when necessary / required and actively responded to alerts on the handheld promptly.
- Resolved customer disputes/concerns and used good judgements to make decisions for the customer at the cash register and at the customer service desk.
- Ensured compliance with the Company's procedures regarding Customer Satisfaction Cards.

## EXTRA-CURRICULAR

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### Technical Team Member

Mar 2019 – Feb 2020

#### Compkriti, The Chintels School

- Learned Management skills by working closely with school administrative staff.
- Promoted Programming by organizing workshops in teams.
- Encouraged the students to take part in various events.

## EDUCATION

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Simon Fraser University, Burnaby, BC

May 2023 – Present

**Bachelor of Applied Science, Major in Computing Science**

## CERTIFICATION

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**Developing Desktop and Web Applications using Java**

June 2021 – May 2022

## AVAILABILITY

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**Weekdays:** - Wednesday, Thursday, and Friday

**Weekends:** - Saturday, and Sunday