**Harman Singh Sandhu**

harmansandhux7@gmail.com 437-997-6456  Brampton, ON

**OBJECTIVE**

* Enthusiastic and dedicated university student seeking a Co-Op position in Assurance Auditing, eager to gain practical experience, enhance my knowledge, and contribute to safeguarding critical digital assets. Eager to apply my academic foundation, demonstrate my quick learning abilities, and collaborate with industry professionals to address cybersecurity challenges effectively. Committed to pursuing a career in cybersecurity and excited to begin my journey by supporting {Company name} in maintaining a secure digital environment.

**EDUCATION**

**York University September 2020 - Anticipated August 2024**

*Bachelor of Commerce – Information Technology, Toronto, ON*

* Specialized Honours Information Technology & Auditing Assurance*,*

**Brampton Centennial Secondary School September 2013 – June 2017**

*Highschool Brampton, ON*

* Achieved Specialist High Skills Major in Information Communication Technology

**WORK EXPERIENCE**

**Scotiabank November 2022 – Present**

*Part Time – Senior Customer Experience Associate Brampton, ON*

* Provided expert-level customer support, consistently exceeding service expectations. Obtain Senior CEA position within two quarters, showcasing my strong commitment to excellence.
* Demonstrated in-depth knowledge of Scotiabank’s products and services, effectively educating customers on available options and guiding them through the process of opening accounts and accessing financial solutions.
* Investigated and resolved escalated customer complaints and account discrepancies, including fraud, efficiently and in compliance with Scotiabank’s policies and procedures.
* Provided guidance and training to junior Customer Experience Associates, resulting in improved team performance and customer service quality.
* Actively participated in team meetings and process improvement initiatives, contributing to enhanced service efficiency and customer experience.

**Brunello Cucinelli July. 2022 – December 2022**

*Full Time - Operations Supervisor Halton Hills, ON*

* Overseen operations for all entities related to stock; includes communication with Italy locations and ITN.
* Enhanced customer experience through the use of Salesforce to process consignment & phone orders.
* Improved inventory structure through daily revision of negative on hands and GAPs.
* Functioned with strategic vision and a hands-on approach, while working with a high level of confidence and ambition.

**SMCP - Maje September 2019 – June 2022**

*Full Time – Operation Associate Halton Hills, ON*

* Facilitated several meetings addressing questions, concerns, critical feedback, and updates on operational procedures.
* Maintained meticulous work logs and notified supervisors of progress and setbacks.
* Executed routine cycle counts and resolved/informed management of any identified discrepancies with a shrinkage of 0.0028% for the spring 2022 inventory count (best shrinkage in Northern America).
* Collaborated with Sales Team by providing coverage and assistance to clientele with the highest level of customer service (Styling Advice, Processing Transactions, Problem Solving).
* Trained and supervised the on-boarding of new employees, while also monitoring the productivity of current employees to company standards.
* Enthusiastically performed tasks that were outside of my job description.

**SKILLS**

**Technical Skills:** IT Auditing, SDLC Testing (Intermediate), Data Analysis,

**Software:** Java, Access, MATLAB’s, Salesforce, Microsoft365

**PROJECTS**

**Skills:** Strong Interpersonal Skills, Effective in Team Environment, Strong Written and Verbal Communications, Organization Efficiency, Time Management, Experienced Problem Solver, and Analytical Thinker.

**E-Portfolio:** https://harmz22.wixsite.com/e-portfolio

***References Available Upon Request***