




# HARPREET KAUR

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## EDUCATION

### **Ontario College Diploma | Seneca College, Toronto**

SEPTEMBER 2021 – PRESENT

Pursuing CPP (Computer Programmer) as a full-time international student and expect to graduate in the year 2023.

### **High School Graduate | Clarksburg High School, Maryland**

GRADUATED IN JUNE 2015 WITH CERTIFICATE OF MERIT

CGPA: 3.64/4.00

Awards: Honor Roll Student, Straight A's, Sports Captain.

Volunteer: Green school club (recycling and spreading awareness).



## EXPERIENCE

### **Customer Service Rep | Rashmi's Bakery | Brampton, ON**

DECEMBER 2021 – PRESENT

- Responsible for walk-in customers, pickup orders and taking custom orders.
- Process online orders and emails with POS software.
- Manage stocks for the store and prepare pastries, desserts and baked goods.

## PREPARED DETAILED INVOICES FOR THE CLIENTS.

### **Executive Assistant | Studio Sheen Home Staging | Mississauga, ON**

APRIL 2021 – SEPTEMBER 2021

- Responsible for managing inventory and putting up social media plans and ran email campaigns.
- Liaison between the lead designer and the clients.
- Maintained and organized client database of current projects and new leads.
- Managed the calendar and organized files.
- Prepared detailed invoices for the clients.

### **Customer Support Executive | Bridging Technologies | India**

OCTOBER 2020 – APRIL 2021

- Responsible for coordinating with North American Denefits customers and businesses through phone and emails.
- Increased the customer service satisfaction rate by 27%.
- Within the first three months, I was rewarded as the "Most Devoted Employee" in our department.

## **Customer Support Executive | Teleperformance | India**

APRIL 2020 – JULY 2020

- Worked with the AC (Apple Care) process and dealt with Indian and international customers.
- Acquired necessary skills, products and system knowledge to access customer needs and provided services appropriately to best suit the customer's need.

## **Executive Profile | Travelopod | India**

OCTOBER 2019 – APRIL 2020

- Worked in the US International department and gained operational knowledge of Amadeus: GDS System
- Arranged routine and complex domestic and international group travel utilizing GDSs and increased 43% of the sales.
- Advised North American clients of proper travel documentation and forms of payment for all types of travel and assisted with their travel needs via inbound phone inquiries (inbound & outbound).

## **Process Associate | KDMS (Kinerk Direct Marketing Co. LTD) | India**

OCTOBER 2016 – OCTOBER 2019

- Worked with North American customers through inbound call process dealing with mail order catalogue, promoting, and selling products (telemarketing).
- Responsible for taking orders and processing, giving quotes and handling tracking shipments for the customers and maintained customer records and processed payments as well.
- One of the top performers in the company, as a fast-typist, I was assigned to get the emails completed in a timely manner.

## **Cashier | Pizza Bolis | Maryland, US**

MARCH 2015 – FEBRUARY 2016

- Managed front desk and handled cash independently.
- Attended phone calls for orders and communicated directly with the customer.
- Increased customer satisfaction rate by 38%.



## **SKILLS**

- Eager to learn new projects.
- Managerial & administrative skills.
- Always advancing my educational and professional development to succeed any challenge.
- Knowledge of Microsoft Word, Excel, PowerPoint, Teams, and Outlook.
- Excellent customer service and clear communication skills.
- Active listener & fast learner
- Phone etiquette
- Able to read, write and speak English, Punjabi, and Hindi fluently.



## **ACTIVITIES | HOBBIES**

- Athletic activities
- Outdoor activities
- Reading

**\*\* References can be provided as per request.**