

# Harpreet Kaur

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## SKILLS

- Excellent verbal and Written Communication Skills and interpersonal Skills.
- Ability to work as part of a team.
- Quick Learner and diligent and ability to adapt to the changing environment.
- Always willing to learn and enhance knowledge.
- Knowledge of HTML, CSS, Javascript, React and Bootstrap.

## EDUCATION

**Guru Gobind Singh Indraprastha University, Delhi, India**— *Bachelors in computer applications.*

August 2010 - August 2013

**G.G.S No.1 High School, Delhi, India - High School**

March 2010

## EXPERIENCE

**Alarmforce security Inc, Toronto**— Technical support representative

March 2022 - May 2024

- Troubleshooting issues with video devices such as CCTV, Qolsys alarm systems, online customer portals.
- Assisting customers with login issues.
- Resolving issues in a timely manner and creating a case on the account documenting the reason for the call and the resolution provided.
- Creating an escalation case in customers not satisfied with the services so that clients can get a call back from the senior management.
- Assisting customers with upgrading the system and explaining the features and contents of the new packages and processing the request.
- Sending technicians to the customer' s site, if required.
- Routing calls to the correct department such as collections, loyalty and customer care.

**Skanna Investigations and security, Scarborough**— Loss prevention officer

June 2018 - Feb 2022

- Possess knowledge about Criminal Code of Canada, Trespass to Property Act and Powers of Arrest and security protocols and procedures regarding emergency response.
- Monitoring CCTV and/or surveillance systems to keep an eye on the activities of the

- premises.
- Possess working knowledge of Windows based applications (Word, PowerPoint and Outlook)

**Convergys India Ltd, Gurugram Haryana, – Customer Service Representative.**

April 2014 to August 2017

- Resolving billing related issues and routing calls to the appropriate department.
- Following SOP and proper call procedure to answer and address the issues properly.
- Handling billing disputes and providing breakdown of the bill and changing the price plan if requested by the client.
- Open and raise tickets whenever required and also escalate to level to technical support team if required.
- Following call flow guide to properly answer calls and resolve issues.
- Connecting calls to the correct department in case the client wants to purchase any additional products and services.
- Maintaining the proper documentation of the call and retrieving data accordingly.