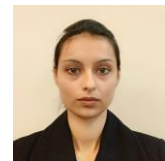


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JASVEEN KAUR

Objective	To efficiently contribute to an organization through my experience, learning and through positive attitude.
Date of Birth	10 th December 1989
Nationality	Indian
Visa Status	Permanent Resident
Professional Qualifications	Master of Computer Applications from Punjab Technical University, Punjab, India in 2013
Education	B. Sc. (Information Technology) from Punjab Technical University, Punjab, India in 2011. Senior Secondary from Punjab Public School, Nabha, Punjab, India in 2007.
Currently	<p>Working in Walmart Canada as the Compliance Associate at Walmart, Surrey, BC since Mar'23</p> <p>A Compliance Associate at <u>Walmart Canada</u> provides customer service by supporting the Operations Manager to execute the administrative requirements governed by both regulatory and standard operating practice guidelines. This is accomplished through execution and follow-up on a variety of audits, report analysis and participation in various programs. Additionally, function as the Safety Team Leader.</p> <p>Duties as Compliance Office Associate:</p> <ul style="list-style-type: none">• Provide excellent customer service by greeting all customers in a polite and friendly manner, assisting customers by promoting products/services, locating merchandise and making purchase decisions, resolving customer issues and referring concerns where appropriate.• Conduct Safety Walks/Inspections including overnights and with the maintenance provider.• Participate in the maintenance of Associate and Customer Claims and identify trends to cover with the Safety Team.• Participate in regulatory and safety-related vendor visits.• Validate Notice of Recall Disposition and Verification Forms are complete.• Ensure Correction Notices are posted and Flyer advertised price changes are completed and signed.• Complete and assist with the review of a number of daily, weekly, monthly and annual reports, inspections and audits pertaining to loss, usage, process validation, licenses and safety.• Participate in the on-boarding of new associates and ongoing knowledge transfer to existing associates. <p>Duties as Safety Team Leader:</p> <ul style="list-style-type: none">• Strict adherence to safety protocols, like using PPE (personal protective equipment).• Understand and follow proper lifting techniques to stay healthy and avoid injury.• Keep the associates safe and influence a workplace atmosphere that values the safety and wellbeing of the employees.• May use heavy machinery like forklifts.

Previous Work Experience

1. Operations Manager and Computer System Operator in Saffrino-The Art of Furniture, Jalandhar, Punjab, India from Apr'11 to Mar'16
2. Test Center Administrator cum IT support at Saffron Consultancy Services, Jalandhar, Punjab, India from Apr'2016 to Sep'2022
3. Accounting Office Associate at Walmart, Surrey, BC, Canada from Nov'22 to March'23

Specific skills

Technical: MS Office
Personal: Quick learner

Job Profile

Saffrino-The Art of Furniture deals in Indian as well as Imported Furniture, where 70% is imported from various countries; Italy, Turkey and China being the main.

Duties as Operations Manager:

- Allotting and monitoring daily tasks of a team of 10-15 laborers.
- Supervising unloading of various furniture containers (20 & 40 feet).
- Making sure that furniture parts (especially glass and marble tops) are moved safely and securely manually or at times using the machinery & equipment (such as electric stacker truck, pallet jack truck).
- Plan, schedule and supervise furniture deliveries to customers.
- Supervising assembling of modular furniture for display.
- Supervising furniture dismantling and loading for delivery to customers
- Attend customers & provide various customer services.

Duties as Computer System Operator:

- Install, evaluate, update & maintain computer hardware and software applications.
- Provide problem solving services to the system users.
- Maintain & backup data.
- Maintain company's official site and online advertising.
- Maintain stock record and other relative data in system.

Saffron Consultancy Services is a computer-based examination conducting center (with 1060 computer seats) in collaboration with TCS (Tata Consultancy Services) where prestigious competitive examinations like IIT, JEE, NEET, PGI, IBPS, SSC, RRB are conducted.

Duties as an Administrator:

- First & foremost, to make the whole experience smooth and safe for the appearing candidates.
- Assure availability of up-to-date safety equipment for crowd as well as workers at the premises (such as fire extinguishers, queue managers, safety vest, light saber, insulated gloves)
- Handle company's official e-mail account.
- Delegate work to permanent employees.
- Arrange and manage temporary manpower for exam conduction.
- Ensure up-to-date compliance documents of the organization as well as the premises.
- Generate and raise invoices to TCS.
- Prepare & pay salary to the staff (permanent as well as ad-hoc).
- Assure hospitality of examination observers.
- Verify the need and purchase of required inventory.
- Compliance work.
- Handle candidate queries & complaints.

Duties as an IT Support:

- Install and evaluate computer hardware and software applications.
- Problem solving services for network users.
- Maintain and backup data.
- Maintain the hardware equipment (desktop, laptop, biometric devices).
- Network start-up & shut down whenever necessary.
- Attend online meetings & training sessions for various examinations
- Maintain various record files in system.
- Handle center audits.
- Help the TCS team in exam conduction.

An accounting office associate at Walmart Canada manages all store funds through accurate cash handling and record keeping to ensure financial integrity and security.

Duties as Accounting Office Associate:

- Confirm appropriate amount of currency in accounting office upon opening, after final deposit and prior to closing the office daily and calibrates the teller mate machine weekly or as necessary.
- Manage all store funds, including cash registers, ATM's, self-checkouts and vending machines.
- Regulate movement of cash by processing register bags to prepare deposits for armored car pick up and reconciles end of day business transactions.
- Identify, prepare, organize, and separate financial reports and logs and distribute relevant information to appropriate people, including researching and challenging all chargebacks and reconciliation of journal accounts.
- Communicate shortages as per guideline to DLPM and management.
- Monitor area for signs of shrink and potential security risks and informs management and loss prevention.
- Ensure safe is secured when cash office is unattended and the day lock is on while in cash office maintain a safe and secure work environment in compliance with company policies and procedures.

(Jasveen Kaur)