**Karanvir Singh**  
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**Summary**

Highly organized and customer-focused professional with over 3 years of experience in client service and operational support. Proven ability to handle complex tasks efficiently in fast-paced environments. Quick learner with a tech-savvy approach, committed to mastering pharmacy systems and workflows. Reliable and adaptable, with a strong work ethic and a "can-do" attitude.

**Professional Experience**

**Head Concierge**  
*Elite Residential Concierge Service Inc., Richmond Hill, ON*  
*May 2023 – Present*

* Supervise and manage a team of 8 personnel, ensuring smooth daily operations and a safe environment.
* Deliver exceptional customer service by addressing inquiries, resolving issues promptly, and maintaining client satisfaction.
* Handle administrative tasks, including preparing weekly performance reports, managing inventory, and coordinating schedules.
* Train new staff on software tools, workflows, and customer service standards, showcasing strong mentoring capabilities.
* Ensure adherence to safety protocols while handling sensitive information with accuracy and discretion.

**Concierge**  
*Elite Residential Concierge Service Inc., Toronto, ON*  
*November 2021 – April 2023*

* Assisted over 100 residents daily by providing excellent customer support and ensuring smooth operations.
* Conducted inventory checks and maintained accurate records for supplies and deliveries.
* Coordinated with vendors and management to resolve service issues efficiently.
* Ensured operational efficiency by managing multiple priorities in a fast-paced environment.

**Skills & Certifications**

* **Technical Proficiency:** Advanced knowledge of Excel, Google Sheets, and smart devices for workflow management and reporting.
* **Customer Service Excellence:** Strong interpersonal and communication skills, adept at addressing concerns and building relationships.
* **Tech Adaptability:** Quick learner with a proven ability to master new tools and systems, ensuring minimal training required.
* **Organizational Skills:** Attention to detail in managing inventory, records, and schedules to ensure operational efficiency.
* **Flexibility:** Owns a personal vehicle, offering unrestricted availability for travel regardless of weather, time, or location.

**Education**

**Post-Graduate Certificate in Computer Software & Database Development**  
Lambton College, Toronto, ON  
*May 2021 – December 2022*

**Bachelor in Computer Applications**  
Punjab University, India  
*July 2017 – September 2020*

**Key Strengths**

* Self-motivated, dependable, and professional with a positive approach to challenges.
* Adaptable to team dynamics and capable of working independently with minimal supervision.
* Physically capable of performing duties requiring organization and multitasking in demanding environments.
* Committed to mastering pharmacy software (Kroll) and systems efficiently with a proactive learning approach.