

Ramandeep Kaur

🏠 1385 Woodroffe Avenue, Algonquin college Residence | Ottawa ON | K2G 1V8

📞 (+1)613-981-9641

✉️ ramankaur180@gmail.com

PROFILE

Outgoing and friendly customer service professional interested in working in a challenging environment. Demonstrated communication skills developed from a background in retail and call centre.

SUMMARY OF QAULIFICATION

- Over **2+ years** of direct experience in **Customer Service** in dealing with diverse populations.
- Excellent technical skills including Windows, MAC, MS Office, MS Outlook, Adobe suite software's.
- Programming languages: HTML, CSS, JAVASCRIPT,php.
- Professional communication skills including Fluency in English, Hindi, Punjabi, professional email, telephone etiquettes.
- Excellent level of energy with the ability to work for extended periods.
- Strong critical thinking skills and ability to work well under pressure.

EDUCATION

Post Graduate Diploma in Interactive Media Management (Pursuing) **Sept 2017- April2018**
Algonquin College, Ottawa, ON

Bachelor's Degree in computer science
Heriot Watt University Dubai, UAE

Distinction: 72%
May 2015

WORK EXPERIENCE

User Experience Design:

Nov-Dec 2017

- Worked in a group to make user design for a Cinema named Reel shows:
- Designed logo for the company
- Website prototypes, interactive and static in photoshop and Invision.

Logo Branding and packing Project:**Dec2017-Jan 2018**

- Created Business card on Illustration
- Banner ads: static and animated version in photoshop.
- Website prototype: Photoshop and illustrator.
- Logo: vector based on illustrator.

Photography magazine:**2017-2018**

- Worked in InDesign to create Mock-up of healthy living Magazine.

Website: Coffee shop**2017-2018**

- Created a COFFESHOP website from scratch using HTML, CSS.

Graphic Designing and Animation:**2017-2018**

- Have good knowledge and creativity to work with Illustrator, Animate cc AND After Effects.
- Created a 10 sec animation video for project.

Sales Associate:**Jan-2017**

Sharaf-dg, Times Square outlet, Dubai (Eyka)

- Greeting customers as they arrive and Understand customer requirement.
- To pull customers to the stand, providing all necessary information to customers, persuading the customers to buy the products and close the deal.

Customer Service: Samsung Note 7 Project**Sept-Dec 2016**

Samsung Brand shop, Dubai (Eyka)

- Managed large amount of incoming/outgoing calls.
- Handled complaints, provided appropriate solutions and alternatives within the time limits; followed up to ensure resolution.
- Managed Samsung Note 7 return stock.
- Identified and assessed client's needs to achieve satisfaction.
- Interacting with customers to spread awareness about the new product launch and promote it as much as possible.
- Kept records of customer interactions, processed customer accounts and file documents.
- **Cashier**: Worked with the cash handling to evaluate the defected device and return the money to customers.

Sales co-ordinator:**April – July 2016**

Sharaf-dg Dubai, UAE (Masters group agency)

- Customer documentation handling, processing it on Online Software Portal and Co-ordinating with technical staff.
- Working closely with the Manager and provide details of sales team progress.
- Attending phone calls on customer queries, order related processing and follow up on orders.
- Awarded as best Co-coordinator of the month.

REFERENCES

Darin Faber

Co-ordinator/Professor at Algonquin College)

Contact Email: faberd@algonquincollege.com

(613)727-4723 (6014)