

## **Kiranpreet Kaur Marahar**

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12 Openbay gardens

Brampton, Ontario L6R 0V3

### **Summary**

Passionate about improving the quality of people's lifestyles through unsurpassed care and service. Seeking to leverage my experience and studies of communication to empower customers within a people-driven organization like Starbucks to achieve their goals.

### **Experience**

IELTS Tutor - Achiever's Hub Institute

September 2021 - March 2022

- Collaborated with students to complete homework assignments, identify lagging skills and correct weaknesses.
- Motivated students towards learning and studying to build self-confidence and reduce fear of failure.
- Supported students with helpful study habits and exam strategies.
- Provided homework assistance using specific curriculum and materials.
- Helped students to improve their English language skills in reading, writing and speaking.

Customer Service - Hello Food

May 2021 - August 2021

- Delivered exceptional customer service to every customer by leveraging extensive knowledge of products and services and creating welcoming, positive experiences.
- Collaborated with staff members to enhance customer service experience and exceed team goals through effective client satisfaction rates.
- Cross-trained and provided back up for customer service managers.

### **Education**

Computer Programming - Seneca College

May 2022 - December 2023

**Skills**

- Customer Relations
- Customer Assistance
- Order and Refund Processing
- Cash Counting
- Clear Instruction and Communication
- Price Identification
- Inspiring Love of Learning
- Test Preparation and Test-Taking Strategies
- Academic Performance Improvement
- Teamworker
- Building Rapport and Trust
- Fluently speaks English