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PROFILE STATEMENT

Skilled & dedicated professional with 5+ years of experience in positions of increasing responsibility in telecommunications, customer service, marketing and sales.

EDUCATION

Hospitality Management Diploma, VCC
2013

April

2-year full-time program covering marketing and management principles, food and beverage operations, accounting and cost controls, accommodations, hospitality law, organizational behavior and resource management.

Flight Attendant Program, Canadian Tourism College
2011

Aug

Flight attendant program covering customer service, mannerisms, communication, and team player attributes conscientiousness, confidence and safety.

Other Certifications

- Red Cross First Aid & CPR
- Basic Food Safety
- Airline Simulator Training
- Serving it Right
- Cabin Fire-Fighting Training
- Emergency Procedure Training
- High School Diploma

CAREER HISTORY

Field Marketing

Oct 2013 to Aug 2014

Pepsi: Naked Juice Challenge

Match Marketing

- Implementing marketing initiatives and meeting sales quotas & goals
- Creating product awareness
- Reporting results of promotions to manager

Field Marketing

TELUS: Store Grand Opening Promotion

GMR Marketing

- Implementing marketing initiatives and meeting sales quotas & goals
- Creating product awareness
- Reporting results of promotions to manager

Field Marketing

HP: Product Promotion (Computers & Printers)

Mosaic Marketing

- Implementing marketing initiatives and meeting sales quotas & goals
- Creating product awareness
- Reporting results of promotions to manager

Field Marketing

LG: Product Promotion (LG Smart TV)

Reef Moxie Marketing

- Implementing marketing initiatives and meeting sales quotas & goals
- Creating product awareness
- Reporting results of promotions to manager

Merchandiser/Brand Ambassador

Lenovo: Product Promotion (Computers & Printers)

Ex-Sales Marketing

- Trained sales associates on brand & products
- Responsible for display of products
- Assured planogram was current
- Implementing marketing initiatives and meeting sales quotas & goals
- Creating product awareness
- Reporting results of promotions to manager

Field Marketing

Next Issue: Product Promotion (Next Issue Application)

Pumped Marketing

- Implementing marketing initiatives and meeting sales quotas & goals
- Creating product awareness
- Reporting results of promotions to manager

Customer Service Representative

Target Canada

Oct 2013 to Aug 2014

Mar 2013 to Oct 2013

- Deliver strong guest service that exceeds guests expectations
- Assist in driving sales by pulling merchandise quickly & accurately
- Embrace a friendly, positive & ambitious team oriented environment
- Assured all inventory was stocked and effectively presented for guests
- Assisted with management of closing (inventory, stocks, cleaning etc.)

Customer Service Representative & In- Home Sales
Shaw Communications

Aug 2011 to May 2012

- Served as team leader for mall/lobby promotional & sales events
- Supervised & motivated team in order to generate sales through direct clientele interaction
- Constantly met and surpassed sales expectations
- Emphasized & promoted product features, services & benefits
- Monitored & maintained precise records of daily sales data
- Reported sales data & progress
- Attained all individual & team sales targets
- Provided excellent customer service to clientele
- Responded to customer inquiries
- Sold products that maximized company profits & best satisfied clients' needs
- Responsible for up-selling products & services

2008 to 2011 – Hospitalized For Cancer Treatment

Customer Service Representative
Best Buy

Nov 2007 to Aug 2008

- Provided exceptional customer service
- Demonstrated record of success in selling & up-selling products/services
- Assisted in Achieving & surpassing all store sales and customer service goals
- Provided accurate and efficient processing of customer related transactions including: Sales transactions, Financing, Returns, Exchanges, Service requested
- Constantly improved knowledge of Best Buy products & service requests
- Remained up to date on technology trends for increase of sales

SOFTWARE KNOWLEDGE

- Proficient in Microsoft Office