

# MANPREET KAUR

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## PROFILE

A highly organized and self-motivated customer service professional with diverse experience in treasury management, credit collections, cash application, billing, month-end financial procedures and reporting. Known for collaboratively working independently as well as in a team setting, and executing assignments in a fast-paced environment with excellent oral and written communication skills. Customer focused with ability to make decisions independently and quickly with minimal escalations and to adapt quickly to new situations.

## EDUCATION & AWARDS

### Software developer – (current)

Manitoba Institute of trades and technology

### Senior Secondary Certification-(2017)

Budha Dal Public School,Punjab (India)

### Awards

- 2016- 2017:Merit Award- Academics, In Senior secondary.
- 2015- Merit award-Academics, in matriculation.
- 2015-State level certificate as a basketball player.
- 2014: Head of planning activities in school and college.
- 2014: Co-Host in an science fair for 600 people.

## WORK EXPERIENCE

### Customer Service Representative

Cafe Coffee Day, Patiala-India

April 2017-November 2017

- Accurately and quickly processed cash, debit and credit card transactions and handled deposits of over \$ 1,000.
  - Encouraged positive and knowledgeable interactions with clients using interpersonal and communication skills and by providing exceptional customer service.
  - Met expected sales targets each month by using interpersonal and problem solving skills to resolve issues and concerns.
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