

SUMANDEEP KAUR

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Summary

Highly motivated postgraduate student with extensive training in Strategic Global Business management, human resource management and Industrial Diploma in Business Management. Skilled in developing and executing recruitment strategies, qualifying candidates, and overseeing new hire orientation process and highly organized “Trucking dispatch specialist” with two months experience as a volunteer in “Rai Dispatch Training Inc” company, focused on keeping delivery and customer service operations moving smoothly and proactive with solid understanding of local dispatch, ELD, FTL, LTL, FCL, LCL, Avaal custom clear, accounting (Payable & Receivable), Negotiation, scheduling actions and adjusting routes. Seeking to take next career step in HR Department with a growing organization that rewards hard work, results, and leadership skills.

Skills

- Strong MS Office skills - Word, Outlook, Excel, PowerPoint.
- Multilingual
- Business acumen and interest
- Strong communicator
- Recruiting
- Trip planning
- Technical terminology
- CPR
- Customer relations
- Professionalism
- Multi-tasking

Experience

08/2018 - 03/2020

Assistant manager, **Global Flyer IELTS and Immigration Institute, Bhudni Kalan, Punjab**

- Monitored cash intake and deposit records, increasing accuracy and reducing discrepancies
- Helped with planning schedules and delegating assignments to meet coverage and service demands
- Offered hands-on assistance to customers, assessing needs and maintaining current knowledge of consumer preferences.

04/2021 - 12/2021

Cashier & Customer Service, **Punjabi by Nature Ltd, Brampton, Canada**

- Take customer orders at the counter
- Receive payments and present change to customers
- Pack food items, make coffee, and fill beverage cups
- Function as the host/hostess of the restaurant
- Make reservations for customers
- Receive food checks from waiters or customers
- Appeal to impatient or irritated customers, especially during rush hours
- Manage the register, including all credit card and cash operations

ensure a balance of the register

- Operated cash register for cash, check and credit card transactions with excellent and accuracy levels.

04/2022 – 06/2022 Volunteer

Tucking Dispatch Specialist, **Rai Trucking Dispatch Training Inc.**, Brampton ON, Canada

REFERENCE: MANJINDER RAI

- **Determining the best delivery methods and negotiating rates** directly with vendors and customers, and getting the necessary documents and permits that driver need when shipping chemicals or livestock
- **Schedule Deliveries & Pickups of freight**
communicating with customers to arrange times for shipments and schedule deliveries, creating routes
- **Keeping records**
documents that keep track of dispatched calls, driver routes, delivery and pick up schedules, and truck repairs and maintenance.
- **Identify Issues and Propose Solutions**
tracking weather, traffic issues, warehouse delays, and any other problems
- **Generate Necessary Documents**
Managing billing and invoicing

09/2021 – 05/2022

Line operator, **Vegfresh Inc.**, North York, Canada

- Following best manufacturing practices for operation of production equipment
- Following job order for product specifications, dimensions, tolerances and sequence of operations
- Inspecting finished products for quality and adherence to customer specifications
- Reducing accidents and injuries by observing safety policies and procedures.

05/2021 – 10/2021

Security guard, **Gemstar Security Service**, Brampton ON, Canada

- Responding to alarms and calls of security concern
- Keeping daily logs of activities and any issues addressed
- Answering phones and responding to other inquiries at the security desk
- Alerting authorities if needed for emergencies or security breaches
- Addressing any infractions of building rules and/or forwarding them to the appropriate level of management
- Inspecting, testing, and maintaining our security systems, as well as calling for maintenance as needed

06/2022 – Current

Tactical Security Guard, Synergy Protection Group Inc.
Training – The Use of Force Training

- Respond to all emergency response needs such as providing first aid, missing person, etc.

- Helping visitors and answering any questions or concerns with exceptional customer service
- Writing daily reports and incident reports
- Greeting visitors, checking visitors in/out
- Patrolling on foot – interior/exterior
- Obtain statements and collecting information for Incident
- Enforcing property regulations, Criminal Code and legislative statutes
- Securing restricted areas
- Experiencing with enforcing TPA and situations where arrests are made
- Obtaining statements and collecting information for Incident Reports
- Performing Customer Service-related functions

Education and Training

04/2022

Strategic Global Business Management, Business/Commerce

Conestoga College Institute of Technology and Advanced, Kitchener, ON

courses: Human resources management

Project management

Business Analytics and decision

Accounting and Financial MGT

Computer Skills for Business

More.....

06/2018

Industrial Diploma, Business Management

The Global Institute of Information Technology, Punjab, India

Certification & License

- Dispatch specialist

Issuing company - Rai Dispatch Training Inc.

- Assistant manager

Company - Global Flyer IELTS & Immigration Institute

- Security & CPR certificate

MM Security service Inc.

- The Use of Force training

Synergy Protection Group Inc.