

Sukhwinder Kaur

+1 (437) 989 2493 | sukhkour7@gmail.com | Brampton, Ontario L7A 4Z4

Organized and dependable customer service and sales representative. Around 4 years of experience in customer service industry. Excellent communication, multitasking, and presentation skills. Works well in high-pressure situations. Goal-driven and able to meet deadlines.

KEY SKILLS

Customer Satisfaction	Bilingual	Customer Service
Positive Attitude	Quick Learner	Excellent Communication
Multitasking	Team Leadership	Management Skills

EXPERIENCE

Customer Service Rep. – LCBO, Brampton (December 2023 – Present)

- Actively engaging with customers to assist them in selecting beverages in a busy environment.
- Exceeding in processing >100 cash transactions daily without errors in fast paced environment. This is resulting in achieving a customer and management satisfaction score of 95% and above..
- Collaborating with team to ensure timely customer inquiry resolution.
- Successfully gained knowledge and used a POS system to record 100% payments. Staying up to date with current sales promotions and payment policies.

Sales Associate – Canada’s Wonderland, Vaughan (September 2023 – December 2023)

- Actively engaged with customers to increase sales by 90% at games zone. This led to achieving a client satisfaction score of 95% and above.
- Assisted customers with their inquiries regarding the park and activities held on daily basis.
- Sold game tickets using POS machine and successfully guided customers game rules.

Sales Lead – Reliance Trends, Bangalore (January 2020 – July 2023)

- Managed end to end functions at the store including managing sales, giving instructions to staff on the daily tasks, opening and closing of store.
- Making sure customer demands are met on a regular basis, and sales targets are achieved.
- Processing orders from customers and payments, and regularly reviewing the fashion trend as per customer feedback and request.

EDUCATION

- M.Com.**, Kurukshetra University, Haryana (2014 – 2016)
- B.Com.**, Kurukshetra University, Haryana (2011 – 2014)

VOLUNTEER CONTRIBUTION

- Volunteer**, SEVA Food Bank, Mississauga (November 2023 – Present)