

## Work Experience

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### Front Desk Receptionist

09/2023 - 01/2024

#### Starks – India

- Handled customer inquiries and suggestions courteously and professionally.
- Managed high-stress situations effectively, maintaining professionalism under pressure while resolving disputes or conflicts.
- Actively listened to customers, handled concerns quickly and escalated major issues to supervisor.
- Maintained a clean and safe work environment.
- Contributed to create a safe, positive, and enjoyable atmosphere. Given technical instruction to teammates as needed.
- Fostered a customer-centric culture within the team by consistently reinforcing the importance of empathy, understanding, and patience in all interactions with clients.

### Office Administrator

08/2022 - 08/2023

#### Baba Deep Singh Indo American Institute – Punjab , India

- Interacted with customers by phone, email, or in-person to provide information.
- Answered multi-line phone system, routing calls, delivering messages to staff and greeting visitors.
- Maintained electronic and paper filing systems for easy retrieval of information.
- Coordinated communications, financial processing, registration, recordkeeping, and other administrative functions.
- Maximized office space utilization by maintaining a clean, organized work environment that encouraged productivity and efficiency.
- Boosted productivity by prioritizing tasks, managing schedules, and coordinating meetings for staff members.
- Enhanced team collaboration with the establishment of clear communication channels and guidelines.
- Organized, facilitated and participated in community service efforts.

### Customer Service Representative

09/2021 - 07/2022

#### Vishal Mega Mart – Punjab, India

- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Offered advice and assistance to customers, paying attention to special needs or wants.
- Responded to customer requests for products, services, and company information.
- Developed strong product knowledge to provide informed recommendations based on individual customer needs.
- Processed customer service orders promptly to increase customer satisfaction.

## Languages

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English

Hindi

Punjabi

## Additional Information

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- Flexible timings for the **evenings** (for both weekdays and weekends), **weekends** and **holidays**.
- Availability for **Mornings** - Weekends and Weekdays ( Monday and Tuesday )

Education

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Advanced Diploma: Administrative Professional Diploma Campbell College - Edmonton, AB	
High School Diploma: Hospital Management Saraswati Education Society - Punjab, India	08/2021
DCA: Computer Application Hi Tech Computer Institute - Punjab, India	02/2019

Skills

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| <ul style="list-style-type: none"><li>• Time Management</li><li>• Listening Skills</li><li>• Team Communication and Collaboration</li><li>• Sales and Customer Service</li><li>• Cash Handling Accuracy</li></ul> | <ul style="list-style-type: none"><li>• Heavy Lifting</li><li>• Material Handling Equipment</li><li>• Order Picking</li><li>• Warehouse Safety Procedures</li><li>• Work Area Maintenance</li></ul> |
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Certifications

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CPR & First Aid (April 4,2024)