

# PRIYANKA RANI

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## Work Experience

### Front Desk Receptionist

Starks – India

09/2023 - 01/2024

- 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

English

Hindi

Punjabi

## Additional Information

- 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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- Time Management
- Listening Skills
- Team Communication and Collaboration
- Sales and Customer Service
- Cash Handling Accuracy
- Heavy Lifting
- Material Handling Equipment
- Order Picking
- Warehouse Safety Procedures
- Work Area Maintenance

## **Certifications**

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CPR & First Aid (April 4,2024)