

# JASMEET SINGH

## **CONTACT INFORMATION**

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**Address:** Edmonton, Alberta T6J 5V1.

## **PROFESSIONAL SUMMARY**

Relaible, Energetic and resourceful customer service professional with experience in resolving customer complaints and promoting conflicts resolution, expertise in clients services, Committed to maintaining professional relationships to increase profitability and drive business results.

## **AVAILABILITY**

- Monday : 1:00 PM to 11:00 PM
- Tuesday : 4:00 PM to 2:00 AM
- Wednesday : 1:00 PM to 11:00 PM
- Thursday : 4:00 PM to 2:00 AM
- Friday : Full Time available
- Saturday : Full Time available
- Sunday : Full Time available

## **EDUCATIONAL QUALIFICATIONS**

- Post-Degree Certificate - Supply Chain Management, MacEwan University, Edmonton, AB, Present 09/2023 to 08/2024.
- Graduation - Bachelor of Arts, SCD Government College, Ludhiana, Punjab, India, 2018-2021.

## **WORK EXPERIENCE**

### **SANDWICH ARTIST, SUBWAY, LUDHIANA, PUNJAB, INDIA, 01/2022 to 03/2023**

- Answered Customer telephone calls.
- Demonstrated a complete understanding of menu items and explained them to guests accurately.

- Responded to customer requests for any kind of changes.
- Exhibited a cheerful and helpful manner while greeting guests and preparing their orders.
- Performed Cash-In Procedure – Accounting for all forms of money, bread etc., during the shift.
- Prepared food neatly, according to formula, and in a timely manner.
- Checked Products in sandwich unit area and restocked items to ensure a sufficient supply throughout the shift.

### **CUSTOMER SERVICE ASSISTANT**

**HDFC BANK, LUDHIANA, PUNJAB, INDIA, 07/2019 to 12/2021.**

- Described product highlights and benefits to help guide purchasing decisions.
- Offered basic technical support for clients on wide range of company products.
- Maintained accurate and current customer account data with manual forms processing and digital information updates.
- Supported senior management in executive-decision making by drafting informative reports.

### **ABILITIES**

- Communication Skills - Friendly and interact easily with others.
- Teamwork - Excellent Team Player and willing to Collaborate with people of different backgrounds.
- Reliability - Punctual person who meets the deadlines on time.
- Organized - Excellent Planning skills and Multi tasking when needed.
- Hardworking - Work with passion and dedication and able to adapt new environment.
- Quick Learner - Willing to Learn New things quickly and easily.

### **TECHNICAL SKILLS**

- Good knowledge of Microsoft Office ( MS word, MS excel ).
- Comfortable Working in Both Microsoft Windows 10.
- Social Media Handler.