Gursharanpreet Kaur

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SUMMARY

An adaptable customer service professional eager to leverage my natural relationship-building talents and strong work ethic to kickstart my career in banking with RBC. I am a very quick to study and highly motivated to expand my knowledge of financial services. Possessing a friendly and attentive communication style that helps put customers at ease. Able to employ patience, empathy and persistence to understand each client's needs and identify optimal solutions. Excited to apply my customer-focused attitude and keen interest in the banking industry to deliver responsive and thoughtful service within RBC's team of client service professionals. Eager to leverage RBC's world-class training programs to rapidly develop banking experience while utilizing my natural service talents to create meaningful relationships, help new clients fulfill their financial goals and grow my expertise within the field.

SKILLS

Customer Service	Microsoft Word	Team leadership
Time Management	Microsoft Excel	Communication
Communication Skills	Microsoft PowerPoint	Problem Management

EXPERIENCE

Volunteer | Local Community Center | Punjab, India   Jan 2022 - March 2022)

- Provided welcoming customer service to patrons at community center front desk
- Answered phone inquiries and register new members into database
- Assisted with planning and promotion of community events and programs
- Helped set up facilities and equipment for classes and events as needed
- Contributed 10-15 hours per month to support community center operations and build customer service skills

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EDUCATION

NorQuest College | Edmonton | Alberta   Jan 2024 - Present
Barchelor of Business Administration

Army Public School | Samba, India   2022 - 2023

Commerce and Accounting

INTERESTS

Customer Service
Career Development
Personal Finance

LANGUAGES

Conversational English
Hindi
Punjabi

REFEREES

Available Upon Request