

Harsimran Kaur

3616 Rue Durocher, Montreal QC H2X 2E8 • hkaur8@binghamton.edu • (437) 995-0360

Education

HERZING COLLEGE

AEC, Business Administration, Sales and Marketing

Relevant Coursework: Global marketing, Accounting, Retailing, Advertising & Direct Marketing, Sales by representation and Market research

Montreal, QC

Expected: April 2022

STATE UNIVERSITY OF NEW YORK

Bachelor of Science in Computer Science

Relevant Coursework: Data Structures and Algorithms, Operating Systems, Discrete Mathematics, Probability with Statistical Methods, Design Patterns and Computer Networks

Binghamton, NY, USA

September 2013- May 2017

ST. ANNE'S CONVENT SCHOOL

Non-medical (concentration on physics, chemistry and mathematics)

Percentage: 85%

Chandigarh, India

May 2013

Experience

AMAZON SORT CENTER (YUL9)

Ship Clerk (L3)

Coteau-du-Lac, QC

February 2022- Present

- Supported daily management of department duties including Load planning, Load Flow Control, Load Quality, Trailer Dock Release, Allocating Labor and Assigning job Duties
- Escalated barriers to Operation Leaders and worked with them to mitigate issues impacting safety and performance.
- Ensured successful area performance through tracking, reporting and providing feedback of associate performance.
- Maintained load level performance tracking for load planning, on-time dock performance, utilization, and misloads, and ensured trailer utilization is maximized to control transportation cost.

AMAZON SORT CENTER (YUL5)

Ambassador

Associate

Longueuil, QC

April 2021- February 2022

December 2020- April 2021

- Guided, coached, and audited new hires on various processes and operations of the warehouse
- Assisted and coordinated with the area manager to ensure successful performance of a designated area
- Trained as TDR, among other processes, and assigned to take responsibility for ensuring safety while associates work in the trailer
- Led a team of 10 people to operate, support and manage high volume package departure from outbound department in the peak season

IO SOLUTIONS CALL CENTER INC.

Proactive Sales Representative

Montreal, QC

September 2020-December 2020

- Delivered quality service via phone to upsell, offer add-ons and hardware upgrades to customers whilst driving up the sales growth
- Assisted customers in their decision-making process by building professional relationship with them and providing them with thorough information on each product helping them make informed decision.
- Reached weekly sales target and received high score on call quality and customer satisfaction
- Cold called prospective customers during Black Friday Fido sale and surpassed the sales target by 50%.

WHITEHAT EDUCATION TECHNOLOGY PVT. LTD.

Remote

Advanced level Educator and Mentor

March 2020-September 2020

- Taught high school students front-end web app development by teaching them JavaScript, HTML and CSS which helped them build static and dynamic websites
- Coached advanced students to learn basics of Python, AI and Machine Learning which enabled them to learn data science and master the art of modeling data
- Designed puzzles for Hackathon organized by the company and evaluated projects submitted by students all over the world
- Coached and encouraged new hired teachers and set goal for them for first three months with the company

DAWNBIT

Gurgaon, Haryana

Technical Analyst

March 2019-March 2020

- Installed, configured and troubleshooted Internet devices such as home modem, USB modem and I-Spots and provided support for Outlook, Outlook express and Windows mail
- Handled complicated customer queries, issues, complaints, and questions regarding home modems and consistently maintained top 10 position in company for good quality customer calls and efficiency
- Enabled enterprises to bring down the lead times of design-to-market and managing critical hardware skillfully.
- Executed advanced troubleshooting of wireless broadband, IP services, personal computers, wireless routers, wireless modems, email and web services on customer's software and hardware

SANTOKH CLINIC

Chandigarh, India

Marketing Manager

May 2017- March 2019

- Organised and oversaw advertising and communication campaigns (social media and website) and launched promotional events
- Managed social media accounts on major platforms and increased the engagement by 70%.
- Conducted market research and analysed data to evaluate trends, create brand awareness and competition ventures
- Led a team of 15 people to conceive and develop efficient and intuitive marketing strategies
- Created and maintained relationships with satisfied clients and patients

Skills

Technical: JavaScript, CSS, HTML, Python, Machine Learning, Java, C++, SQL, Microsoft Office, QuickBooks

Language: English (advanced) and French (communicational)