

# SEJAL

## CONTACT

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20, Corner Meadows Manor, NE  
Calgary, AB

## PROFILE SUMMARY

- Professional with 2 years of experience in providing excellent customer service, interpersonal, organizational and leadership skills.
- Proficient at using MS Office suite that includes Excel, Word, PowerPoint, Outlook, and One-note.
- Precise in handling accounts payable receipts and invoices into the company system for payment.

## EDUCATION

2024-PRESENT

BOW VALLEY COLEGE

- Software Development

2021-2023

DHILWAN INTERNATION PUBLIC SCHOOL

- MAJORS :  
MATHS, PHYSICS, CHEMISTRY, IP

## WORK EXPERIENCE

IKapil IELTS Academy

January 24 - August 24

IELTS Trainer

- Ensured proper learning and helped candidates in achieving their desired scores
- Stood out at team settings, with a willingness to support and assisted co-workers.
- Participated actively in development sessions.

BOC Travelers - India, PB

Office Assistant Administrative

June 2021- July 22

- Greeted clients in a professional way and actively established office procedures and routines.
- Scheduled meetings and confirmed appointments, handling office mails, transcribing meeting agendas and minutes.
- Handling multiple phone lines and directing phone calls in a professional manner
- Served as face of the company and provided optimal customer service for new, current, and potential clients.
- Arranged conference rooms and facilities for meetings as required.

D-Mart India, PB

March 2023- November 2023

Customer Service Associate

- Manage orders in store and online
- Collecting payments whether in cash or credit and providing correct change
- Efficiently handled billing department at store
- Possesses good communication skills resulting in customer satisfaction

## SKILLS

- Active learner
- Ability to train and lead the team
- Ability to multitask
- Time Management
- Work under pressure
- Effective Communication
- Critical Thinking

## LANGUAGES

- English: Fluent
- Hindi: Fluent
- Punjabi: Fluent