

Sharanjit Kaur

Contact Centre Specialist II, Cards

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SKILLS

- Customer support & client service
- Case management & follow-up
- Technical & card support
- Knowledge articles & SOPs
- Communication & de-escalation
- Time management & prioritization
- Problem and process management

EXPERIENCE

CIBC, Toronto - Contact Centre Specialist II, Cards

Nov 2024 - PRESENT

- Manage a high volume of inbound customer calls while maintaining established quality and service level standards.
- Address customer complaints with empathy and professionalism, providing timely, effective solutions and thorough follow-up to ensure full resolution.
- Use internal knowledge bases, standard operating procedures, and knowledge articles to accurately process card-related and account service requests.
- Operate a variety of enterprise systems, including AS400, COINS, TS2, Tele Agent, PSP, and ECIF, to research information and fulfill client service needs.
- Investigate and resolve account issues and discrepancies through effective problem-solving, analysis, and clear communication.
- Conduct follow-up communication to confirm resolution and reinforce customer satisfaction and loyalty.

EDUCATION

Cégep de la Gaspésie, Montréal, QC - Financial Security Advisor

References available on Request