

HARJOT KAUR

11915, 92A AVENUE
DELTA, BC, V4C 3N3

PHONE: 236.888.4027
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Tourism Management | Customer Service Specialist | Hotel Receptionist | Vancouver

Summary of Qualification

- A Post Baccalaureate Hotel and Resort Management Diploma student at Capilano University, North Vancouver with three years of experience studying Hospitality in India.
- A friendly nature, leadership quality and have interest in serving people with best service.
- Worked in a service industry as a receptionist and operational officer.
- Ability to communicate in different languages on telephone and directly.

Education

- **Post Baccalaureate Diploma Hotel and Resort Management**
Capilano University, North Vancouver, BC September 2019 - December 2020
- **Bachelors of Airlines Tourism and Hospitality**
GNA University, Punjab, India April 2015 - May 2018

Supporting Skills

- MS Office: Word; Excel; Access; PowerPoint; Outlook
- Languages: Fluent in English, Hindi and Punjabi

Employment History

Cashier November 2019 – Present
Super Save Gas, Burnaby, BC

- Provided the highest level of prompt and friendly customer service to make them more comfortable and engaged.
- Increased sales by up-selling activities at the cash counter.
- Kept the work area clean, well-stocked, and organized, hence increased efficiency of Gas station.
- Reduced waiting time for customers by providing quick services in different seasons.

Concierge September 2020 – December 2020
Royal Concierge

Customer welcoming and greeting
Emergency aid and respond
Introducing and educating residents about building amenities
Monitoring public areas, entrance and parking area

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Sales Associate

September 2019 - November 2019

Mountain Warehouse, Templeton, BC

- Engage customers in order to provide to them what they need in terms of product and quality services by demonstrating technical selling skills and product knowledge
- Responded to telephone inquiries by providing quality service to customers and associates.
- Successfully assisted customers with product selections and purchases, e-service transactions
- Achieved daily sales goal by cross selling and promoting additional products and services.

Employment History Continued

Operational Officer

March 2019 – July 2019

VFS Global, Punjab, India

- Assisted applicants through the Schengen visa application process by taking biometrics data required to review application forms
- Provided best service to applicants for the visa process by solving every type of enquiry related to visa.
- Coordinate with the staff to carry out operations efficiently and proactively.

Certificates and Awards

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|---|---------------|
| • BC Lottery Certificate | October 2020 |
| • Propane Certificate | November 2020 |
| • Serving it Right and Special Event Certificate | June 2020 |
| • Foundation of Workplace Safety | May 2020 |
| • Cvent Certificate | February 2020 |
| • Training Certificate of "Arcadia Vacations" in sales and marketing | May 2018 |
| • Training Certificate of "La Jawab" Restaurant as Receptionist | December 2017 |
| • Awarded as first rank in "Itinerary Making" Inter college competition | February 2017 |

Volunteer & Extracurricular Activities

Front Desk

29 February, 2020

Outdoor Adventure and Bike Show

Vancouver Convention Centre, Vancouver, BC

- Welcome guest and provide them direction for the event
- Checking Online and Offline tickets of the attendees to ensure the safety and security of the event.
- Giving Brochure to guests at the time of check-in and check-out.