

Tanveer Kaur

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Result-driven and goal-oriented individual with a passion for delivering exceptional customer service. Highly dependable and reliable with a proven ability to improve operational efficiency while supporting business objectives. Works effectively with cross-functional teams to ensure operational excellence and overall success. Experienced in Office Management optimizing productivity, and service quality across various environments. Thrives in dynamic production and quickly changing environments to manage tasks with a data-driven approach. Effective in coaching, mentoring, and training crew members with proficiency in conducting pre-shift huddles.

Work Experience

Project Coordinator

Paragon PMO | Leduc, AB

February 2024- Present

- Lead the planning and execution of the project to ensure alignment with the client's vision.
- Collaborate with BA and marketing team members to support project goals.
- Manage the development and execution of the client's vision to coordinate processes and generate revenue for the Non-profit organization.
- Use project management tools (such as Smartsheet, Mural) for effective communication, documentation, and process tracking.

Department Sales Manager

Marks | Leduc, AB

September 2023- Present

- Lead team of 20+ to drive revenue growth by implementing effective sales strategies.
- Utilize sales analytics tools to assess team and individual performance, identify areas for improvement, and optimize sales strategies.
- Build and maintain strong customer relationships to ensure a high level of customer satisfaction and repeat business.
- Ensure the team operates with ethical and work-appropriate guidelines to foster a positive and motivating work environment.

Store Advisor Lead and Keyholder

Atmosphere | Abbotsford, BC

February 2022- September 2023

- Coordinated and executed multiple store improvement projects, resulting in a 40% increase in operational efficiency.
- Led a team of 15+ store associates, implementing customer service enhancement initiatives resulting in a 30% improvement in customer satisfaction scores.
- Conducted analysis of customer flow patterns and implemented layout changes leading to a major increase in conversion rates.
- Leveraged upselling techniques to offer additional products, contributing to increased revenue generation.

Project Coordinator

Paragon PMO | Vancouver, BC

May 2023- August 2023

- Established efficient workflow processes, developed dashboards in data visualization tools, and monitored weekly productivity to measure success.
- Foster a collaborative and supportive environment and monitor project progress to ensure project milestones are met.
- Coordinate project activities, delegate tasks, and facilitate regular team meetings to foster open communication and share project updates (Slack, Smartsheet).
- Identify and address stakeholder needs and concerns, ensuring a positive and productive working environment.

Leadership Experience

Student Ambassador

University of the Fraser Valley | Abbotsford, BC

April 2021- December 2021

- Mentored and guided 10+ students, fostering their personal and academic growth.
- Gathered and maintained digital records of feedback from prospective students, tracking their interests, concerns, and preferences.

Agile Developer

Whole Human Foundation | Vancouver, BC

January 2021- September 2021

- Introduced agile methodologies & practices to enhance product development.
- Define and gather customer requirements to develop clear specifications for project plans.

Skills and Interests

Industry Knowledge:

Requirements Gathering and its implementation, Reports Generation, Sales technique, and negotiation, B2B and B2C Sales Experience, Product knowledge and presentation.

Tools and Software: Microsoft Office, Power BI, Smart Deploy, Smartsheet, Asana, MySQL, Mural.

Soft Skills: Leadership, Multitasking, Problem-solving, Client satisfaction, Process management.

Education

University of the Fraser Valley, Abbotsford (UFV), BC

July 2019- April 2023

Bachelor of Computer Information Systems (BCIS)
Overall GPA- 3.80

Certifications

- MySQL, CompuHelp
- The Basics of Scrum, PMI
- Professional Communications
- Essentials Associate Certificate, UFV
- Power BI, Skill Nation