



KRITIKA NAGPAL

Surrey, BC
604.773.1621 |
Kritika.2197@gmail.com

SUMMARY

Motivated business graduate with a successful background in coordinating operations and projects. Proven ability in delivering exceptional customer service, with a keen eye for detail and a strategic analytical mindset. Possesses a proactive approach to understanding business needs and communicating effectively with stakeholders. Adept at problem-solving and decision-making in fast-paced environments. Seeking a challenging role to leverage comprehensive skills and contribute to the strategic growth of a dynamic organization.

EDUCATION

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| Post Graduate Diploma in Business and Project Management | 2020-2021 |
| Vancouver Community College, Vancouver, BC | |
| Bachelor of Business Administration | 2016-2019 |
| Panjab University, Chandigarh, India | |

EXPERIENCE

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|---|---------------------|
| Administration Assistant (Operations Coordinator) Cole International | 2022-Present |
| <ul style="list-style-type: none">• Utilize Excel to review and analyze import documentation, ensuring completeness for submission to CBSA.• Research, Prepare and execute additional documents to complete the requirements of governmental departments such as CFIA or Transport Canada• Monitor, track and process high volume courier shipments (FedEx, DHL and UPS) to ensure and improve effectiveness and efficiency in processing requests.• Provide exceptional customer service and address customer/client inquiries effectively through phone calls and e-mails.• Managing the reconciliation of invoices, cross-referencing transactional data and rectifying any discrepancies. | |
| Office Administrator V.K. Delivery & Moving Services Ltd. | 2021-2022 |
| <ul style="list-style-type: none">• Manage incoming and outgoing emails and phone calls.• Prepare the required shipping documents which include invoices, bill of lading and the customs documentation, if any. | |

- Coordinate, dispatch, and troubleshoot freight moves with truck drivers, clients and other logistics partners, maintaining open and effective communication.
- Coordinating appointments with the consignee and the vendors to ensure effective and timely delivery.
- Analyze and manage progress of shipments through Excel functions, including Pivot table, Sort & Filter, and lookup functions.

Customer Service Associate
Save on Foods

2020-2022

- Developed effective communication and listening skills by working in a team environment.
- Developed great customer service by handling customers' questions and providing customers' needs.
- Developed ability to work in fast-paced and high-pressure environment by handling cash and providing service at the same time.

SKILLS

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|---|-------------------------------------|--------------------------------------|
| • Project management- Microsoft Project | • Data Analysis-MS Excel, CargoWise | • Collaboration- MS Teams, MS Office |
| • Communication | • Problem-solving | • Attention to detail |
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PROJECTS

Lead in Project management Report

- Develop a strategic plan for project management reporting-defining objectives, audience, and financial reports.
- Analyze project data to identify trends, patterns and key performance indicators (KPI's) that inform project progress and status.
- Create project charter, WBS, schedule and cost reports (using project mgt. tools) and prepare the list of resources required for the project.
- Prepare quality metrics to conduct quality assurance checks ensuring clarity, relevance, and alignment with stakeholders.
- Identify and mitigate risks associated with project management reporting by preparing risk assessment form and risk severity matrix.
- Develop contingency plans by creating risk response report.
- Prepare lessons learned register to improve the processes and save time in the future.