

SHUBHREET KAUR

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HIGHLIGHTS OF QUALIFICATIONS

- Over three years of diverse professional experience in customer service, sales, administrative operations, audits, and accounts, driving organizational efficiency and enhancing customer satisfaction.
- Proven ability to assess customer needs and deliver tailored solutions while adhering to established procedures and maintaining professionalism in all interactions.
- Exceptional interpersonal and communication skills, enabling the development of strong relationships with clients, colleagues, management, and stakeholders.
- Skilled in resolving customer concerns efficiently and escalating complex issues to appropriate stakeholders for resolution.
- Adept at managing high-pressure situations, meeting critical deadlines, and consistently achieving performance targets in dynamic environments.
- Proficient multitasker with strong organizational and project management skills, thriving in both independent and collaborative settings.
- Technologically proficient, with advanced knowledge of Microsoft Office Suite and fluency in English, Hindi, and Punjabi, ensuring seamless communication and efficiency in diverse work settings.

PROFESSIONAL EXPERIENCE

Office Administrator/ Administrative Assistant

Canadian Pathway Immigration Services | Winnipeg, MB

June 2023 – Present

- Oversee and streamline office administrative procedures, implementing process improvements to enhance operational effectiveness.
- Assign tasks and delegate responsibilities to support staff, ensuring compliance with organizational standards and deadlines.
- Coordinate administrative activities for admissions to post-secondary institutions, ensuring adherence to policies and regulatory requirements.

- Manage records and access requests in compliance with government privacy and information legislation.
- Plan and organize office services, including relocations, equipment procurement, and security measures.
- Conduct data analyses to support budgeting, contracting, and project planning efforts.
- Prepare detailed reports, manuals, and correspondence to facilitate smooth operations.

Sales Associate (Part-Time)

7-Eleven | Winnipeg, MB

February 2023 – Present

- Provide outstanding customer service in a friendly and welcoming store environment.
- Accurately process transactions, manage cash handling, and ensure precise recordkeeping.
- Forecast demand, order inventory, and stock merchandise to maintain optimal product availability.
- Perform regular cleaning and adhere to organizational policies to uphold high operational standards.

Front Desk Agent & Housekeeping Supervisor

Elements by Westin, by Marriott | Winnipeg, MB

July 2022 – January 2023

- Streamlined guest check-in and check-out processes, ensuring efficiency and accuracy in data management.
- Delivered exceptional customer service by promptly addressing inquiries and resolving complaints professionally.
- Provided comprehensive information about hotel amenities and services to enhance the guest experience.
- Managed group bookings and VIP arrangements, tailoring services for special events, including weddings.
- Supervised housekeeping operations to maintain the highest standards of cleanliness and presentation.

Customer Service Representative

Radiant Staffing Inc. | Mississauga, ON

October 2020 – May 2022

- Delivered superior customer service by promptly addressing client needs and ensuring a positive customer experience.
- Handled a high volume of inquiries via phone, email, and in person, demonstrating exceptional multitasking abilities.
- Assisted customers with service selection, troubleshooting, and escalated complex issues to ensure resolution.

- Maintained accurate records of customer interactions, services provided, and follow-up actions.
 - Collaborated with internal teams to streamline service delivery and improve operational efficiency.
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EDUCATION

Diploma in Computer Engineering Technician

Northern College at Pures | Scarborough, ON

September 2020 – April 2022

LANGUAGES

- English
- Punjabi
- Hindi