

Gagandeep Kaur

Surrey, BC

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Willing to relocate: Anywhere

Work Experience

Telecaller

Jio Reliance Company, India From July 2022- October 2022

- Answer incoming calls and respond to customer's emails.
- Management and resolve customer complaints.
- Sell sims and place customer orders in the computer system.
- Identify and escalate issues to supervisors.
- Provide sims and service information to customers.

Front Desk Executive

Fly Deck Immigration Office, Punjab, India. From December 2022- October 2023.

- Serve as initial contact between potential clients and the Immigration Department
- Schedule appointments via telephone and in person and provide basic customer service to clients.
- Assist with follow-up appointments with clients to complete necessary forms and applications.
- Maintain client confidentiality at all times.
- Return client phone calls and inquiries left on reception phone.
- Perform administrative and clerical duties and other related duties and tasks as necessary or as assigned.

Burger, Sandwiches and Wrap Maker

Taste Engine, Punjab, India

December 2023 to March 2024

- Apply sauces, cheese, and toppings according to established recipes and customer preferences.
- Cook burgers and other items in ovens, monitoring cooking times.
- Also able to customise dish according to customer's preference.

Cashier/ Salesgirl

Redtape Store, Punjab, India.

May 2024 to August 2024

- Provides a positive customer experience with fair, friendly, and courteous service.
- Registers sales on a cash register by scanning items, itemizing and totaling customers' purchases.
- Resolves customer issues and answers questions.
- Discounts purchases by redeeming coupons.
- Collects payments by accepting cash, check, or charge payments from customers and makes change for cash customers.
- Verifies credit acceptance by reviewing and recording driver's license number; and operating credit card authorization systems.

Education

SENIOR SECONDARY PASSED OUT IN 2022 FROM PUNJAB, INDIA.

Skills

- Written and verbal communication skills.
- Customer service.
- Multitasking and prioritizing.
- Dependability.
- Familiarity with Microsoft Office.
- Problem-solving.
- Ability to work under pressure.
- Attention to detail.
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Strengths

- Polite
- Courteous
- Trustworthy
- Highly Organized
- Capable of Multitasking
- Managing time efficiently

Languages

- English - Fluent
- Hindi - Fluent
- Punjabi - Fluent