**GURJEET SINGH**

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An experienced Project Coordination and Operations Management professional with a background of Construction Operations and Supervision, managing workflows and coaching teams across the logistics and retail customer service roles. Adept at driving administrative standards and promoting a culture of health and safety. Stellar communication skills underline an ability to effect internal and external collaboration while promoting continuous improvement to optimize project outcomes while highlighting the customer service experience.

# VALUE ADDED SKILLS

Customer Relationship Management | Project Management | Team Leadership | Consultative Sales | Stakeholder Management | Report Preparation | Team Training | Customer Service | Policy Implementation | Health and Safety | Employee Onboarding | MHE Operation | Inventory Management | Construction | Construction Management | Construction Supervision | Construction Drawings | First Aid | Building Codes | Construction Estimating | Teamwork |Construction Surveying |Construction Scheduling

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## PROFESSIONAL EXPERIENCE

### SOBEYS

#### Langley, BC | Administrator | August 2019 – Present

Helping streamline inbound and outbound freight operations in a high-volume Sobey’s Distribution Center; contributing to elevated levels of Inventory Control and Quality Assurance; I am responsible for:

* Picking and packing shipments as per Warehouse Management System order lists.
* Receiving merchandise; verifying bills of lading and placing in racking to facilitate seamless picking.
* Managing onboarding of new employees, coaching and training on performance standards and company’s policies.
* Addressing and resolving employee relations issues, providing feedback coaching when required.
* Completing and updating team training records.
* Serving as a site First Aid responder.
* Verifying safety of all MHE including Center riders, reach trucks and end riders prior to use.
* Ensuring compliance with all provincial and corporate health and safety requirements.
* Identifying and alerting department manager of workplace hazards.
* Uncovering opportunities for improved process flows as part of ongoing Quality Assurance efforts.

### FAST SERVICE JUNK REMOVAL

#### Surrey, BC | Team Lead / Supervisor | January 2019 – Present

Responsible for:

* Supervising the company’s construction site clean-up projects.
* Making sure of safety at construction sites.
* Oversaw clean-up crews, helping prepare sites for hand-over.
* Enforced use of all required PPE.
* Worked with construction managers to schedule daily activities.
* Reviewed completed work with clients.
* Monitored team performance and, time and attendance.

### TORNADO BUILDING MAINTENANCE

#### Delta, BC | Cleaner / Supervisor | July 2018 – December 2018

A leading provider of janitorial and cleaning services working with industrial, commercial and construction clients where I successfully:

* Coordinated daily activities with Supervisor and Area Managers.
* Completed reviews and assessments of project requirements.
* Verified adherence to all WMIS 2015 regulations when handling chemical products.
* Oversaw construction site clean-up operations prior to hand-over to client.
* Scheduled teams according to ongoing project requirements, ensuring sites provisioned with required equipment and supplies.

### LOWE’S

**Delta, BC | Customer Service Representative | April 2018 – July 2018**

Responsible For.

* Optimizing the retail experience and helping elevate customer service standards.
* Led superior customer-facing relationship management, consulting with clients on product selection.
* Ensured store and merchandise presentation standards met and exceeded corporate expectations.
* Supported all front-of-house store associates, providing ongoing training and technical assistance.
* Responded to and resolved customer service issues, ensuring client retention and overall satisfaction.

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**Diploma in Associates Tourism and Customer Service**

* Hanson Cambrian College | New Westminster, BC

**Construction Operations and Supervision**

* Brighton College | Burnaby, BC

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* Fluency in English, Punjabi and Hindi | MS Office Suite | Google Docs | Zoom | Microsoft Teams
* MHE Trainer’s Certificate: Scissor Lift, Boom Lift, Reach Truck, Centre and End Rider, Counterbalance
* Certified First Aider (Lever 2)