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| PARNEET KAURBrampton, Ontario Phone- (437)980-2098**Email – parneetrataul0011@gmail.com** |
| **PROFESSIONAL SUMMARY**A highly resourceful, flexible, innovative, and enthusiastic college graduate with hands-on experience in customer service and fast-paced environment. Safely and skillfully maintain speed, performance up to 100% with 99% error free records, strictly abiding by Amazon safety and hygiene regulations, monitor and evaluate the performance of workers and ensure that work equipment is available, and provide training to the new hires. |

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| **(CURRENT JOB)****CUSTOMER SERVICE AGENT,** GATESTONE & CO. INCAbility to work in a team setting, Multi-tasking, computer & search engine skills, Excellent communication skills, Solid listening skills, Customer centric, Educate callers about federal programs and services available to them, Meet qualitative and quantitative targets.**(June 2022- december 2022)****MONITORING OPERATOR,** STEALTH MONITORINGProficient in Detexi, Sureview, and Avigilon video Management Software. Perform duties assigned, and maintain accurate records of all incidents on any site. Ensuring any malfunctions monitored, immediate response, and customer service orientation.**Rai Trucking dispatch specialist- certification(Dispatcher)**Proficient in custom clearance, Electronic log device, City dispatch, AVAAL, Accounts, Load Board, and making paychecks. |
| **(SEPTEMBER 2021- AUGUST 2022)****WAREHOUSE ASSOCIATE, Amazon yhm5**Responsible warehouse associate and ambassador delivering innovative ideas to the management, training new hires, approachable as an ambassador, giving 100% performance with least errors, trained in every sector: - non-con, sortation, inbound, outbound, learning, eagle eye, trailer load and unload.**(JULY 2021)****CUSTOMER SERVICE TEAM MEMBER**, HARVEYSWorked in fast-paced environment with satisfying customer demands, front-desk operator, leader, garnisher, and cashier.**(AUGUST 2021- SEPTEMBER 2021)****WAREHOUSE TEAM MEMBER,** GIVE AND GO BAKERYsupervising the day-to-day activities of team employed to work on a given area, to ensure operations run seamlessly. Examining and inspecting products for defects and damages and reporting back to the appropriate personnel. |
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| **april, 2022****Diploma in generAL BUSINESS, CAMBRIAN COLLEGE**Achieved 3.97 GPA in 2-year diploma and selected in Dean’s listMAY, 2022**Rai Trucking dispatch specialist- certification(Dispatcher)****MAY, 2022****INTERNATIONAL ENGLISH LANGUAGE TESTING SYSTEM**Overall, 7 bands (GENERAL) LISTENING- 8.5, WRITING- 6.5, READING- 6.5, SPEAKING- 7Overall, 7 bands (ACADEMIC) LISTENING- 7.5, WRITING- 6.5, READING- 6, SPEAKING- 7.5 |
| * Time management
* Excellent Communication skills
* Strategic planning
* Microsoft Word, Excel, PowerPoint
 | * Administrative skills
* First aid and CPR certification holder
* Motivational speaker
* GED/2 Year college Diploma
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**Availability**

Full time

**Reference**

Available upon request.