**Baljeet Kaur**

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**Education:**

**Northern College of Applied Arts and Technology**

**Post Graduate Diploma: International Business Management May 2022 -Dec 2022**

* Competitive Accomplishments: Export Market Research and Analysis for a Small Business

Conducted research and analysis on potential export markets to identify the best market based on market size, demand, competition, and regulatory requirements.

**Northern College of Applied Arts and Technology**

**Post Graduate Diploma: Information System Business Analysis** **May2021 -Dec 2021**

* Competitive Accomplishments: Optimization of Inventory Management System

Automates inventory management for a retail company to improve accuracy, reduce stock-outs, and increase efficiency through real-time tracking and reporting.

**Punjab University, MAI BHAGO College for Women**

**Bachelor’s: Commerce April 2016 -April 2019**

* Competitive Accomplishments: Financial Analysis of ABC Corporation

Conducted analysis of ABC Corporation's financial statements to identify areas of improvement and suggest strategies for increasing profitability and efficiency.

**Technical Skills:**

Excel | Outlook | Microsoft Power BI | Word | Access | PowerPoint | Data Analysis | CRM

**Soft Skills:**

Customer Account Management | Critical Thinking | Problem‐Solving Ability | Customer Retention Strategies| Business Development Understanding |Customer Relationship Management | Adaptability

**Certifications:**

* **Customer Relationship Management (CRM)** – used to manage interactions with customers. Recorded any issues for each account to analyze and resolve Integrated Marketing Communications: Advertising, Public Relations, Digital Marketing Certification
* **Corporate Finance Institute (CFI)** - Introduction to Banking‐ learnt how to evaluate financial statements, such as the cash flow statement, income statement, and balance sheet, to get an understanding of a company’s financial situation and performance.
* **Skill Up: Power BI for Beginners -** Power BI certification provided me with a comprehensive understanding of Power BI, data visualization and business intelligence tools developed by Microsoft.

**Work Experience**

**BarBQ Tonight Restaurant**                                     **Mississauga, ON**

**Receptionist**   **September 2021-present**

* Provided legendary services by greeting guests courteously, taking orders accordingly, and making sophisticated recommendations when requested, which resulted in over 90% customer satisfaction rate base on feedback survey.
* Proficiently utilize the POS to process customer orders, completed payment transactions, and issue receipts.
* Maintain seamless day-to-day restaurant operation by deploying in-depth knowledge of appropriate food handling techniques, such as proper meat dishes temperatures and equipment cleaning procedure.
* Assisted in training the 5 newly hired hosts and hostesses to ensure there is no compromised in service and food orders are taken care with no mistakes.
* Served 6 tables per night with 50+ guests at a time and made sure special menu is described to all guests resolved any issues regarding food or seating arrangements.

**SportKing India Ltd., Punjab, India**

**Accounting Clerk June 2020 – July 2021**

* Maintained a high level of attention to detail to minimize errors and inaccuracies in invoicing and payment processing.
* Effectively managed multiple tasks and priorities, ensuring all deadlines are met.
* Continuously learned and adapted to new accounting processes and software tools to improve efficiency and accuracy.
* Committed to building a successful career with Sport king India, the leading company in the apparel industry.
* Managed on-demand cheque requests and handle payment-related queries from customers.
* Collaborated with cross-functional teams to resolve discrepancies and ensure invoices are processed in a timely manner.
* Managed multiple tasks and priorities simultaneously to ensure timely completion of all responsibilities.