

PRABHNOOR KAUR

prabhnoorbhokal97@gmail.com

32 Dunlop Ct, Brampton, ON

(431) 877-2317

PROFESSIONAL PROFILE

- Administrative Assistant with hands-on experience of 5 years as a customer service representative in the technology and food chain industry
- Technical experience includes in-depth knowledge of CRM software such as Salesforce.
- Strong background in product demonstration in order to quickly build relationships with prospective customers and showcase product features that address pain points.
- Key strengths include leadership skills, project management, cultivating a positive teamwork environment, strong written & verbal communication skills, solutions-oriented, problem-solving skills, Analytical skills, strong relationship management skills time management skills, and prioritizing while working on various projects simultaneously.

EDUCATION

- Business Human Resources– **Diploma, Sheridan College, Brampton, ON, Canada** **2018 - 2019**

PROFESSIONAL EXPERIENCE

Customer Service Representative, 24-7 Intouch Incorporated, Canada **Aug 2022 – Mar 2023**

- Resolve customer concerns about products and services that would address their renovation needs.
- Inbounced calls from current customers and prospective customers, resulting in an average of 200+ orders a week.
- Used clear communication to work with team members at and above my level to disseminate necessary information to meet deliverable deadlines.
- Knowledge of cutting-edge communications and technology, including social media, smartphone applications, and web-based meetings
- Maintain ties with partners by amicably and helpfully resolving problems at the initial point of contact.
- Prepared and forwarded the communication to appropriate team members as required.

SHIFT MANAGER, MCDONALD'S, Canada **May 2018 – March 2023**

- Worked in a high-pressure & fast-paced environment at McDonald's retail. Maintaining compliance and safety with providing excellent customer service hence increasing the growth of the company
- Customer service duties in taking menu orders and assisting in monetary transactions. Receipt payments made using cash, checks, credit cards, vouchers, or automatic debits; issue receipts; and give consumers any change that is owed to them.
- Resolved client complaints about sales and service. Helped customers every day, greeting them and providing information on procedures or policies.
- Training – Help in onboarding and mentoring new hires. Provide regular training to the team.
- Acting supervisor in special and ad-hoc cases.
- Ensuring we meet compliance by adhering to security policies and best practices. Maintaining health and safety regulations.
- Troubleshooting and fixing issues with specimen management effectively.
- Providing backup support for any team member on planned or unplanned leave

HR Admin assistant, Tianna Industries India **August 2016 to December 2017**

- Worked as an Admin with a startup firm in the Manufacturing domain.
- Recruitment - Scheduling interview appointments by reviewing resumes, cold-calling potential candidates, conducting interviews, and being collaborative with recruitment agencies.
- Internal Training – Coordinating & conducting training for new hires.
- Update employee information in the human resource information systems, when required (update personal details, input corrective actions and performance reviews, etc.).

- HR administrative task – Reviewing and Maintaining data in databases such as compensation, health & medical insurance. Preparing and distributing employee pay stubs. Maintaining a supervised platform for basic questions and/or any discrepancy in pay stubs, suggestions, or complaints org-wide.
- Implements & Monitor performance metrics for organizational improvement, learning and development, and evaluation reporting efforts.
- Used Microsoft Office productivity tools for documentation (Word, Excel, PowerPoint, Outlook) to track payments and other stakeholders' information.
- Identify continuous improvement opportunities based on questions and feedback from the project team, HR department, key stakeholders, and employees.

ADDITIONAL INFORMATION

- Enjoys active recreational activities, specifically badminton.
- Other interests include organizing social gatherings or events both work-related and personal. Participated as a member of the Health Committee, and organized 2+ social events with more than 100 participants.