





# Simran Kaur

 Brampton, L6S 3C5, Canada

 September 24, 2003

 simrankaursimmi001@gmail.com

 647 220 5546

## SKILLS

Teamwork      Collaboration

Organisation      Time Management

Communication Skills

## INTERESTS

Traveling      Social Media

Dancing

## LANGUAGES

English      Punjabi

8      10

Hindi

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Communicative customer service professional motivated to maintain customer satisfaction and contribute to company success. History managing large amounts of inbound calls and sustaining satisfactory relationships with customers. Offers skill with CRM systems paired with outstanding active listening and multitasking abilities. Highly-motivated employee with desire to take on new challenges. Strong worth ethic, adaptability and exceptional interpersonal skills. Adept at working effectively unsupervised and quickly mastering new skills.

## WORK EXPERIENCE

<b>Cheap Boot House</b> Customer Service Representative Promoted high customer satisfaction by resolving problems with knowledgeable and friendly service. Answered inbound calls, chats and emails to facilitate customer service. Developed strong customer relationships to encourage repeat business. Improved customer service wait times to mitigate complaints.	(April 01, 2022 - March 31, 2023)	<b>Green Restaurant</b> Crew Member Kept restaurant lobby, front counter and restrooms neat and clean throughout shift. Wiped down tables and equipment, swept and refilled stock. Served food quickly for positive guest experiences. Organized and restocked supplies to support operations and team productivity. Took orders from patrons and input selections into store computer system. Packed fast food products in approved containers, cups and bags. Oversaw inventory in buffet and reported replacement needs to kitchen management.	(May 01, 2021 - March 31, 2022)
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## EDUCATION

**Meritorious School, Patiala**      95%  
High School Diploma, Science