

Gagandeep Singh

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Brampton, ON, L6Y 0C3

Summary:

Inventive operations specialist with comprehensive knowledge of business technique, methods, and principles. Outstanding expertise and diverse business functions including routing, order processing, inventory management, warehousing, report analytics, expense management and market research. Exceptional negotiation and multi-tasking abilities.

Skills:

- Customer service and Quantitative skills
- Logistics oversight and Warehouse operations
- Computer skills / MS office
- Team management and building / Conflict resolution
- Reliable and trustworthy
- Active listening
- Work ethic, Friendly & positive attitude.

Work Experience

Operations Specialist - 05, 2021- Current

Callia Flowers – Winnipeg, MB

- Own listening and responding to the front line for all customer conversations: phone, social media, chat, and email.
- Develop and publish best-in-class customer experience responses.
- Execute the “pulling” and processing of orders at intervals throughout the day.
- Liaise with production and delivery teams to problem-solve issues.
- Miscellaneous start-up support duties as assigned.
- Identified operational and performance issues and worked with managers to resolve concerns.
- Implementing new improvement plans in coordination with leadership.

Customer Service Representative- November 2019- October 2020

24-7 Intouch - Winnipeg, MB.

- Handling inbound, chats and emails along with providing Customers exceptional experience
- Escalated customer concerns and requirements to leadership for immediate rectification.
- Setup and activated customer accounts
- De-escalated problematic customer concerns, maintaining Calm, friendly demeanor.
- Relayed customer feedback to cross-functional teams to improve products and services.
- Meeting the KPI requirements as expected by the company.

Baker- August 2019 - November 2019
Tim Horton's- Winnipeg, MB.

- As a baker, keeping track of the store production and bake frozen food such as donuts, muffins, cookies etc.
- Balance float and handle cash, debit card and credit card transactions
- Providing efficient customer service and handling customer complaints
- Reporting food and customer service issues to management

Student Ambassador – February 2019
Red River College- Winnipeg, MB.

- Assist with directing flow of students and visitors to the college
- Answering any inquiries, they had regarding the school
- Organizing the volunteers and allocating where resources should be used.

Education And Training:

Red River College

January 2018 to April 2019

Diploma in Business Administration – Major in Administration
High School Graduation – June 2016

Voluntary:

Intercultural Mentorship Program

- Participated in cross cultural training with a partner from a different culture

Languages: fluent in Punjabi, Hindi, English

References

- Caitlyn Manchulenko– Operations Manager (Callia Flowers) – (204) 510-9381
- Kirti Pathak – Team Lead (24-7 Intouch) – (204) 998-7492