

SIMRAN KAUR

Edmonton, AB T6T1P9 | 780-965-4385 | sukhijasimran754@gmail.com

Professional Summary

To seek and maintain full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills.

Skills

- Customer-focused
- Specialized in Microsoft office.
- Multi-tasker
- Problem-solving abilities
- Task-Oriented (Documentation, filing)
- Team-work oriented
- Customer Service
- Critical Thinking

Work History

Customer Service Representative

10/2022 to Current

McDonald's – Edmonton, AB

- Handled customer inquiries and suggestions courteously and professionally.
- Resolved customer complaints with empathy, resulting in increased loyalty and repeat business.
- Maintained excellent customer service with timely deliveries and professional communication.
- Provided exceptional customer service to clients, responding to questions effectively.

Hello Fresh(Warehouse)

09/2022 to 11/2022

Line Lead – Edmonton, AB

- Managed a team of warehouse personnel, delegating tasks effectively to optimize workflow.
- Followed verbal and written instructions to properly move and ship products.
- Trained employees on equipment operation and safety protocols.

Social Worker - Child and Youth

04/2020 to 04/2022

Study Circle Resources – India, Punjab

- As we supports young people by building relationships, providing emotional and practical support, facilitating activities, advocating for their needs and collaborating with families and professionals.
- Their role is to help young people overcome difficulties and develop positively.
- Enhanced family relationships by conducting regular home visits and providing support for parents and caregivers.

Education

Diploma in Settlement Studies: Diploma 08/2024
Norquest College - Edmonton, AB

High School Studies: High School 04/2020
Bhai Mastan Singh Sen. Sec. Public School - India, Punjab

Volunteerexperience

NEW HOPE RESETTLEMENT INSTITUTE, Edmonton, CO-OP Student, Front desk Reception, Meet with the different clients., Career Fair preparation trainings, Help me to gain knowledge in settlement field., Experienced my Profession., Motivate to achieve SMART GOALS and communicate more effectively. with a confidence

GOLDEN APPLE DAYCARE AND OUT OF SCHOOL CARE CENTRE, Edmonton, CO-OP Student, Contribute to the growth and development, engage with them by planning activities, To create a nurturing environment for them to thrive, truly be fulfilling experience.

SINGH SABHA SIKH TEMPLE-
helps them to engage in activities to support young people and also provide the faith values and cultural heritage , it helps them to connect with different communities.

Additionalattributes

- Effective communication and listening skills.
- Collaborator and attention to details.
- Strong organizational and time management skills.
- Competent who remains calm under pressure.

Languages

English	Hindi
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Full Professional	Full Professional
Punjabi	
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Full Professional	

Contact

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Education

India, Punjab
Edmonton, AB