

# SANDEEP KAUR

CUSTOMER SERVICE ASSOCIATE - Customer Relationship, Safety Compliance & Risk Awareness

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## SKILLS

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- **Analysis & Reporting Tools:** SQL querying, Dashboards for tracking client data and performance metrics.
- **CRM & Banking Platforms:** Salesforce CRM dashboards and client account portals ensuring accuracy.
- **Communication & Productivity Tools:** MS Office, Google Workspace and client-facing documentation.
- **Client Support Platforms:** Microsoft Teams, Slack and outreach tools for cross-functional collaboration.

## WORK EXPERIENCE

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### Customer Service Associate

April 2024 – Present

*Wendy's*

*Saint Catharines*

- Delivered customer-focused support to 70+ customers per shift in a high-volume environment, resolving inquiries and concerns while maintaining service standards.
- Processed 150+ daily digital and cash transactions with 99% accuracy, ensuring compliance with company policies and operational procedures.
- Monitored and addressed customer concerns in real time, reducing service delays and improving overall satisfaction scores.
- Trained and mentored 5+ new team members, enhancing onboarding efficiency and improving team productivity during peak hours.

### Customer Service Associate

November 2024 – December 2024

*Harvey's*

*Kitchener*

- Facilitated 60+ customers per shift with inquiries and service requests, maintaining a professional and client-focused approach.
- Managed 150+ daily financial transactions, ensuring balanced cash handling and compliance with internal audit controls.
- Balanced tasks simultaneously during peak operational hours, contributing to reduced customer wait times and improved overall service flow efficiency.
- Collaborated with a 10-member cross-functional team to ensure seamless daily operations and a positive customer experience.

### Subject Matter Expert

February 2021 – June 2023

*Solve Foundation*

*India*

- Resolved 50+ client inquiries weekly related to technical and policy matters, maintaining a high level of accuracy.
- Analyzed support trends, prepared performance reports, identifying 3+ process improvement opportunities.
- Collaborated with functional teams of 8+ members to streamline workflows and enhanced client satisfaction.

### Peer Tutor

September 2018 – April 2021

*Punjabi University*

*India*

- Mentored 25+ students annually in professional communication, improving overall academic performance.
- Demonstrated leadership by guiding groups of 10–15 students per session through structured learning activities.
- Maintained detailed progress reports and documentation for 50+ students, ensuring consistent academic tracking.

## EDUCATION

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### Graduate Certificate in Project Management

September 2024 – April 2025

*Conestoga College, Kitchener*

### Graduate Certificate in Human Resource Management

September 2023 – April 2024

*Conestoga College, Kitchener*

### Bachelor of Honours School in English

August 2018 – May 2021

*Punjabi University, India*

## CERTIFICATIONS

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- IFCA

In Progress