

Randeep Kaur

778-708-1280 | randeepkaur1280@gmail.com

Professional Summary

Friendly, reliable, and detail-oriented customer service professional with over 5 years of experience in fast-paced environments including retail, healthcare, logistics, and office administration. Proven ability to handle cash transactions, resolve customer issues, manage front-desk operations, and maintain high standards of service. Known for excellent communication, a positive attitude, and the ability to stay composed under pressure. Seeking to contribute strong interpersonal and multitasking skills.

Key Skills

- Customer service & front desk support
 - Cash handling & POS systems
 - Conflict resolution & complaint handling
 - Inventory management & stock monitoring
 - Communication (verbal & written)
 - Multitasking & time management
 - Microsoft Office (Excel, Word, Outlook)
 - Team collaboration & working independently
-

Professional Experience

Office Administrator (Part-Time)

Voyage Vax Travel Clinic | Nov 2024 – Present

- Greet customers, schedule appointments, and respond to inquiries with professionalism and care.
- Maintain organized patient records and assist with administrative tasks.
- Coordinate mail and courier services.

Customer Service Representative

Petro Canada | Aug 2017 – Aug 2021

- Provided efficient service at the cashier counter, handling cash and credit transactions.
- Managed store supplies, inventory tracking, and daily opening/closing duties.
- Supported customer inquiries and ensured smooth front-of-house operations.

Problem Solver / Process Assistant

Amazon | Sep 2021 – July 2022

- Resolved issues related to orders, deliveries, and inventory.
- Communicated with internal teams and customers to ensure quick resolutions.
- Supported customer service training and operations.

Pricing Analyst / Office Admin

True North Pharmacy | Jul 2022 – Present

- Provide customer support, process payments, and handle administrative tasks.
- Assist with documentation and maintain organized records for internal use.
- Collaborate with pharmacy staff to ensure a smooth customer experience.

Education & Certifications

- **Certified Dispatcher Course** | 2023
- **Bachelor of Business Administration** | 2014 – 2017
- **Diploma in Commerce**
- **Associate Degree** 2017 – 2019

References

Available upon request.

Declaration

I declare that the information provided above is accurate and complete to the best of my knowledge.

Randeep Kaur