

Navneet Kaur Khaira

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Professional summary

Customer Service Representative dedicated to enhancing client satisfaction through strategic problem-solving and effective team leadership. Skilled in conflict resolution and service optimization, fostering a positive work environment and boosting repeat business. Eager to apply analytical skills to identify service gaps and implement targeted training for improved team performance.

Experience

Customer Service Representative, February 2018 - March 2024

Silver Salon, Brampton

- Provided exceptional customer service, fostering positive client relationships and enhancing overall satisfaction.
- Resolved customer inquiries efficiently, leading to noticeable improvements in response times and increased repeat business.
- Coordinated with team members to streamline service processes, contributing to a more cohesive work environment and improved service delivery.
- Educated clients on salon services and promotions, successfully enhancing product sales and boosting revenue.
- Analyzed client feedback to identify service gaps, implementing targeted training that resulted in noticeable gains in team performance.
- Developed a client follow-up system, ensuring personalized engagement that strengthened loyalty and encouraged repeat visits.
- Evaluated service metrics to pinpoint areas for improvement, leading to substantial enhancements in client satisfaction and service efficiency.
- Fostered a team-oriented atmosphere by conducting regular training sessions, enhancing service delivery and employee engagement.
- Spearheaded the introduction of a digital booking system, streamlining appointment scheduling and significantly reducing administrative burdens.
- Provided empathetic support to clients, cultivating strong relationships that fostered a welcoming atmosphere and encouraged repeat visits.

Education

Diplomain Business Management , 2018

Canadore college, Mississauga

Diplomain Logistics and Supply Chain Management , 2018 - 2019

Canadore College

Master in Business Administration , 2015 - 2017

Nagpur University , Nagpur, India

Skills

CRM & Client Follow-Up Tools, Basic MS Excel & Google Sheets, Feedback Analysis & Service Metrics Tracking, Conflict Resolution, Problem Solving, Team Leadership, Service Optimization, Client Retention, Customer Engagement, Crisis Management, Quality Assurance, Sales Strategy.

Languages

English ,Hindi ,Punjabi, Marathi

Hobbies

Travel
Music