

INDER PAL SINGH SIDHU
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Professional Summary

Customer-focused and results-driven professional with extensive experience in quality assurance, project management, and customer relationship management across construction, hospitality, and service industries. Skilled in team leadership, process improvement, and enhancing customer experiences. Adept at balancing operational efficiency with client satisfaction, ensuring high-quality service delivery and stakeholder engagement.

Core Competencies

Customer Relationship Management (CRM)	Quality Assurance & Process Management
Team Leadership & Staff Training	Time & Resource Management
Escalation & Conflict Resolution	Workflow Optimization & Scheduling
Supply Chain Management	Vendor Management
Multi-lingual Communication	Negotiations and networking
Forklift Operations	Security and safety

Experience

Project Management

Healthper USA Inc, USA Aug 23 – till date

- Onboarding of new resources
- QA testing of product
- Stakeholder Management
- Customer care and customer experience

Construction - QA Management

Quality Assurance Specialist – Madison Group, Canada. Aug 22 – Aug 23

- Oversaw QA processes and pre-PDI inspections, ensuring compliance with Tarion standards.
- Managed documentation, training, and team adherence to procedures.
- Enhanced customer care through social media engagement and experience analysis.
- Scheduled and coordinated project stages for timely completion.
- Provided advisory on software upgrades to improve departmental efficiency.

QA Management – Mattamy Homes (GTA), Canada - Jun 22 – Aug 22

- Managed customer relationships and resolved escalations for home buyers.
- Oversaw home preparation for PDI and warranty management.
- Coordinated teams for plumbing, electrical, drywall, flooring, and kitchen remodelling.
- Implemented improvements in landscaping and property aesthetics

Forklift Operator – GF Pipes, Brampton

Mar 22- Jun 22

- Managed receiving, storage, and delivery of inventory with accuracy and efficiency.
- Operated a variety of forklifts (counterbalance, reach, and pallet jacks) to move materials safely.
- Performed routine maintenance checks to ensure forklift safety and performance.
- Prepared orders by packing, labeling, and shipping pipes according to company standards.
- Organized and stacked materials to optimize warehouse space and maintain orderliness.
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Project Manager – Akalsteel

Dec 21- Mar 22

- Directed procurement, vendor negotiations, and resource allocation for multiple projects.

Property & Customer Management – Lunen Haus, Ottawa

Jun 21 – Nov 21

- Managed tenant grievances and property maintenance.
- Coordinated sales, property showings, and space utilization.

Customer Service & Front Desk – Hotel Marriott, Ottawa

July 21- Nov 21

- Handled bookings, billing, promotions, and customer inquiries.
- Supervised front desk operations and ensured guest satisfaction.

Restaurant Operations & Customer Management – Ottawa

Mar 21 – Nov 21

- Recruited, trained, and managed staff.
- Maintained supply chain operations and analyzed business data.
- Ensured exceptional customer experience and relationship management.

Overseas Experience

Dec 1996 – Feb 2018

- Managed program governance, budget, and team appointments.
- Oversaw construction projects, risk management, and workflow optimization.
- Managed escalations, resource allocation, and inter-project dependencies.
- Military Service

Education & Certifications	Additional Skills
<ul style="list-style-type: none"> • Graduate in Humanities • PG Diploma – Disaster Mgmt • Smart Serve Certification • Security Guard License • WHMIS Certificate • CPR & First Aid • Financial Management • Forklift License • G License 	<ul style="list-style-type: none"> • Customer Experience Enhancement • Time & Resource Management • Team Motivation & Leadership • Interior Design & Construction • Ontario Building Code & Builder Software (BuilderGo, BuilderLynx, Newstar) • MS Office, Outlook, and Media Management
Languages English,Hindi,Punjabi,Urdu	Status – Permanent Resident