

S E H A J P R E E T K A U R
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30 Trudelle Crescent, Brampton ON, L7A 2Z1

Reliable and customer-focused Administrative Professional with over 4 years of experience delivering high-quality support in customer service and office environments. Skilled in managing administrative workflows, processing sensitive information, and responding to client inquiries with professionalism and discretion. Adept at handling multiple tasks under pressure while maintaining accuracy and confidentiality, in alignment with industry regulations and ethical standards. Proficient in Microsoft Office Suite and committed to fostering a positive, inclusive, and team-oriented workplace. Well-prepared to contribute to TD Bank's mission of delivering exceptional service and operational excellence.

EXPERIENCE

INBOUND AGENT SPECIALIST

Rogers | Montreal, QC 2023-2025

- Maintained clear and professional communication with coworkers and other departments to promote smooth collaboration
- Addressed internal questions and resolved issues by applying standard procedures, escalating complex situations to management when necessary.
- Handled routine administrative and billing tasks following company guidelines, ensuring accuracy and confidentiality in all processes.
- Achieved departmental objectives by efficiently completing administrative duties and supporting core business operations on schedule.
- Maintained transparent communication by providing regular updates on project status and routine activities.

CUSTOMER CARE SPECIALIST

SkipTheDishes | Manitoba, CA 2020-2023

- Answered inquiries and investigated complaints from customers, couriers, and restaurant partners regarding the online food ordering and delivery process.
- Updated information across the SkipTheDishes platform accurately and promptly to ensure system-wide consistency.

- Responded to urgent issues and inquiries from restaurant partners, offering real-time support and resolution.
- Actively contributed to a high-performance team environment by supporting peers and meeting individual KPIs related to customer satisfaction and resolution time.

WORKED AS A TRANIEE

Courtyard Winnipeg Airport | Manitoba, CA

- Checked guests in and out efficiently using the hotel's system.
- Provided excellent customer service by addressing guest inquiries and concerns.
- Handled reservations, cancellations, and modifications.
- Assisted guests with directions, local recommendations, and hotel amenities.

EDUCATION

COMPUTER ENGINEERING

Concordia University

Quebec, CA (2023-2025)

HOTEL AND HOSPITALITY SERVICES

Manitoba Institute of Trades and Technology

Manitoba, CA (2020-2021)

SKILLS

- Professional Demeanor
- Empathy and Patience
- Active Listening
- Skilled in Microsoft Office Suite
- Strong Time Management
- Collaborative Team Player
- Positive & Proactive Attitude
- Exceptional Communication
