

ASHAVDEEP KAUR

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SUMMARY OF QUALIFICATIONS

- Highly experienced professional. Able to handle the customer services with the vast knowledge in the field of personal banking, specialize in financial sales and customer service area.
- Able to motivate the team to work under pressure with efficiency and effectiveness, achieving and exceeding the both personal and organizational goal.
- Excellent communication skill speaks fluent English, Punjabi and Hindi.
- Quick learner and self-starter able to multitask by prioritizing the work.

EDUCATION AND CERTIFICATIONS

Coding Course (Currently enrolled)

- BCIT

Associate of Science Degree

- Alexander College
 - Mains in Computer Science (Java, Python, C++, C language.....)
 - Mathematics
 - Chemical Science

RIMT University

Bachelor of Computer Science

High School Majoring Non-Medical/ 2016

- Sant Ishar Singh Ji Memorial Public School

WORK AND VOLUNTEER EXPERIENCES

ROYAL BANK OF CANADA CLIENT ADVISOR

- Initiating and maintaining relationships with customers through outbound sales activities.
- Ensuring a positive and professional client service experience.
- Managing client inquiries via phone, email, online, or in person.
- Directing client complaints or complex queries to relevant departments in a timely manner.

- Providing clients with technical assistance on products and services.
- Expediting serious issues to management toward prompt resolution.
- Building positive client relations by checking in regularly and following up on active processes.
- Maintaining client records and documenting processes.
- Identifying potential client services concerns and facilitating proactive intervention steps.
- Keeping track of new products on offer, as well as emerging trends in client services.
- Recommending product improvements based on client services feedback.

LOUS GRILL
INVENTORY SPECIALIST

July 2019- Current

- Verified shipments by checking received items against invoices.
- Completed daily cycle counts and assisted with monthly inventory audits.
- Maximized inventory availability through timely and accurate requisition orders.
- Kept inventory records updated and prepared standard reports for management review.
- Identified opportunities to reduce costs through manipulation of par levels, reorder points, and reduction of holding costs.

WALMART
CASHIER & ACCOUNTING OFFICE ASSOCIATE

Nov 2018 – July 2019

- Selling and promoting the Mastercard and other reward cards provide by Walmart.
- Assisting the customers with the solutions for their problems and ensure they get better services at the store.
- Promoting and participating in the various events organized by the store for the welfare of the community for example Red Cross Donation events.
- Keeping the track of the sales record of the various department of the store
- Preparing the daily cash in cash out report and liaison with the third party for pick up and drop off the cash.
- Telephonically Coordinate with the banks for ordering the cash required.

SOFTWARE DEVELOPMENT COMPANY

- Work with developers to design algorithms and flowcharts.
- Troubleshoot, debug and upgrade existing software.
- Verify and deploy programs and systems.
- Integrate software components and third-party programs.
- Create technical documentations for reference and reporting.

HDFC BANK LTD
RETAIL ASSEST OPERATIONS DEPUTY MANAGER

Dec 2016- Jan 2018

- Proactively contacting and helping the customers with various borrowing products and investing products.
- Coordinating with the customers for smooth flow of the loan process
- Collect and record the sales data and provide the reports to the management.
- Working with management team, keep meeting and exceeding sales target
- Selling the third-party products like life insurance, general insurance etc.

VOLUNTEER EXPERIENCE

Orientation Leader | Alexander College, Vancouver 2017- 2018

- Organizing student orientation for new students
- Briefing students on the campus and advising for the courses.
- Help with the registration process

Coordinated the Event ‘Koshish 2016 to 2018’ held at RIMT UNIVERSITY.

- Event coordinator continuously for 5 years for the Cultural Events which included the singing, dancing competitions.

Coordinated the Event ‘RUN FOR FUN’ 2015 held at the school.

- Coordinated all the registrations done for the event

Coordinated the RAWAR ACTIVITY in 2012

- Host for the event

SKILLS

- **Experience with Software design and development in a test- driven environment.**
- **Ability to learn new languages and technologies**
- **Excellent communication skills.**
- **Knowledge of Coding languages (e.g., C++, Java, JavaScript) and frameworks/systems (e.g., AngularJS, Git)**
- **Resourcefulness and troubleshooting aptitude.**
- **Familiarity with Agile development methodologies.**

