

PRABSIMRAN SINGH BAJWA

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Professional Summary

Resourceful Customer Experience Agent with Business Management And Business Administration degree and proven industry expertise. Delivered superb customer service for national company and earned recognition for quality of work.

Skills

- Leadership communications
- Quotes Coordination
- Flexible and adaptable
- Positive environment planning
- Energetic and enthusiastic
- Good communication skills
- Problem resolution
- MS Office
- Interpersonal confidence
- Customer Service
- Solving Customer Concerns
- Consultative Selling Techniques

Work History

Customer Sales and Service Expert 02/2023 to Current

IO Solutions Call Center – Montreal, QC

- Maintained working knowledge of products, accounts, representatives, tools and systems.
- Completed call documentation while speaking with customers.
- Developed technical and mechanical proficiency to assist customers and field staff with service issues.
- Managed completing sales target, resolved problems, improved operations and provided exceptional service.

Customer Experience Agent 07/2022 to 02/2023

Intelcom Express – Sherbrooke, QC

- Collaborated with internal team members to resolve customer concerns and deliver enhanced customer experiences.
- Utilized telephone, online chat and email platforms to deliver outstanding customer service.
- Investigated and resolved customer inquiries and complaints quickly.

Amazon Courier 07/2021 to 06/2022

IntelCom express – Sherbrooke, QC

- Delivered packages to customer doorsteps and business offices.

- Kept detailed records of completed or in-progress deliveries using hand-held devices and camera images.

Tax Expert

01/2021 to 07/2021

Arise – Toronto, ON

- This is a seasonal, virtual, customer-facing role; we used state of the art video communication software (SmartLook) to interact with customers
- Offered friendly and efficient service to customers, handled challenging situations with ease.
- Help TurboTax customers who are working on their tax return with 1) Tax advice, including return preparation and signature when required; 2) Product/software inquiries, and 3) Tax calculations.

Store Associate

06/2019 to 12/2019

Easy Day

- Answered questions about store policies and addressed customer concerns.
- Balanced and organized cash register by handling cash, counting change and storing coupons.
- Monitored sales floor and merchandise displays for presentable condition, taking corrective action such as restocking or reorganizing products.
- Spoke to customers in native language to increase loyalty and establish relationships.

Education

Management In Commerce And Business Administration: Business

04/2022

CDE COLLEGE - Sherbrooke, QC