**HARPREET KOUR**

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**OBJECTIVE**

Seeking an opportunity to work for an organization where I can utilize my first contact experience and skills in a highly stimulating environment.

**SKILLS**

* Graduation and Post-graduation degree in Business Management
* Excellent written and verbal skills
* Very strong ability of working under pressure and physically demanding environment
* Attention to detail, team player and focus on customer needs
* Previous work experience in customer service is an asset
* Handling several tasks simultaneously

**WORK EXPERIENCE**

**Manager**

**Domino's Pizza Downtown, Calgary**  October 2018 – Present

* Maintaining all paper works like cash out Delivery drivers, Food Inventories, Food Ordering
* Ensuring the team members provide a professional and friendly service for customers
* Dealing with customers, including handling complaints when they come to the desk
* Troubleshooting emergencies
* Scheduling my staff
* Closing batch, Balancing credit card and debit card transaction

**Administrative Assistant**

**Wood Craft Kitchen & Cabinets, Calgary** September 2017 - September2018

* Maintaining all paper works like ProJet’s scheduling, staff scheduling
* Assist CEO and other departments as required
* Handle Customer concerns and managing walk in customer meetings with designers
* Multi-Tasking like taking appointments over phone, calling designer’s, listen to guest request

**Front Desk Agent**

**Marriott by The Falls, Niagara Falls**  January– August 2017

* Handling sections of Hotel with punctual, friendly services for Guests
* Register and process guests and their assigned rooms
* Accommodate guest requests
* Promoting hotel services and managing all check-in and check-outs

**RECEPTIONIST**

**Frank Finn Airhostess Institute, Delhi** 2014-2016

* Welcome visitors by greeting them, in person or on the telephone
* Answering or referring inquiries.
* Directs visitors by maintaining employee and department directories
* Maintains security by following procedures
* Monitoring logbook and issuing visitor badges

**EDUCATION**

**Post-Graduate Certificate in HR Management** September 2017- April 2018

Bow Valley College, Calgary AB

**Post-Graduate Diploma in International Business Management** January-August 2017

Niagara College, Niagara Falls ON

**Bachelor of Business Administration Management** 2011-2014

Manav Bharti University, Solan HP

**REFERENCES** Available upon request