

Dilpreet Kaur

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Experience

Amazon - Fulfillment Associate

Nov 2023 - Present

- Achieved a 40% increase in order processing efficiency by implementing an innovative verification system, ensuring accurate documentation and regulatory compliance with internal quality standards.
- Reduced inventory discrepancies by 40% through detailed logging, reporting, and reconciliation, supporting performance analysis, data integrity, and operational strategy.
- Identified inefficiencies in inventory tracking and reporting and supported standardized workflow execution to improve accuracy.
- Collaborated with cross-functional teams (20+ associates) to prioritize tasks and deliver express, time-sensitive resolution to order-related issues, improving turnaround time by 20% while meeting productivity targets.

Seven Eleven - Customer Service Representative

Oct 2023 - May 2024

- Enhanced customer service and team environment, effectively addressing customer and staff needs both in person and on the telephone, fostering growth in customer satisfaction.
- Engaged customers in structured discovery conversations to understand needs, recommend solutions, and support client acquisition and retention, exceeding monthly sales targets by 15–20%.
- Handled cash transactions and daily reconciliation while following company procedures and accountability standards.
- Supported team development by training and mentoring 4+ new employees on customer service expectations, compliance procedures, and system usage.

Tim Hortons - Customer Service Associate

Sep 2023 - Nov 2023

- Increased transactions processing speed by 30% while maintaining a high standard of accuracy at the front-line.
- Identified and resolved daily shift reporting problems and documentation, leading to improved record accuracy and communication across shifts and a more cohesive team environment.
- Coordinated with a team of 5+ to exceed service targets, showcasing effective communication and problem-solving capabilities, and including clearly communicating plans and service strategies to maintain high customer satisfaction.

Certifications

Administrational Professional Tips - [Certificate](#)

Finance and Accounting Tips - [Certificate](#)

Data Entry & Database Management Certificate - [Certificate](#)

Banking Basics - [Certificate](#)

Actively pursuing Mutual Funds accreditation (IFC/CSC) to support a long-term career in retail banking.

Leadership & Projects

Healthcare Support Volunteer PSW | Local Community Health Center

- Provided compassionate care and assistance to patients, gaining hands-on experience in fast-paced healthcare settings with best practices & improving interpersonal skills involved in patient interactions. Demonstrated professionalism, discretion, and empathy when handling sensitive personal information.

Education

Conestoga College - Certification in Public Support Worker

Georgian College - Diploma in Project Management

Guru Angad Dev Veterinary & Animal Sciences University - Bachelor of Veterinary Science

Courses: Public Support Systems, Project Planning & Control, Customer Service Management, Financial Accounting Fundamentals, Operational Efficiency & Process Improvement, Effective Communication & Documentation Skills

Concentration: Time Management & Multitasking in High-Pressure Environments, Healthcare Legislation and Ethics.

Skills

Technical Skills: Data Entry Proficiency, Accurate Documentation Skills, Report Generation Capabilities, Inventory Management Expertise, Operational analysis, performance monitoring, System application accuracy & documentation.

Software Knowledge: Point-Of-Sale (Pos) Software, Digital Record Management Tools, Understanding of Cash Handling Systems, Experience with Administrative & Compliance Software, Microsoft Excel (Pivot Tables, data analysis, reporting & dashboards), Microsoft Office Suite, MS Access, MS Word, PowerPoint, Outlook, Teams.

Soft Skills: Effective Conflict Resolution Abilities, Strong written and verbal communication skills, Excellent Time Management & Multitasking, Critical thinking & Decision-Making Skills, Organizational Skills, Risk Management, Analytical, and problem-solving skills, Collaborative teamwork contributor, Customer needs assessment & value – based advice, self motivated with a proven ability to exceed targets, Client discovery and relationship management, Detail-oriented with strong accuracy in documentation.