

Karanveer Singh, Operations Officer - Visa

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Date of Birth	28/01/1991	Nationality	Indian
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PROFILE

I have been working in customer centric role wherein I have directly engaged with customers to meet their requirements.

Since last approx. 5 years I have handled visa applications for UK and Ireland and have deep understanding of the processes.

I have also handled Canada Tourist Visa applications as well as Netherland Family/Friend Visa.

I am willing to take up work opportunities for UK, Canada and other countries visa processes.

EMPLOYMENT HISTORY

Feb 2016 — Nov 2021	Operations Officer, VFS Global Pvt. Ltd.	Chandigarh
<ul style="list-style-type: none">Managed front desk operations and customer interactions.Effectively coordinated daily visa operations, resulting in greater productivity and higher level of customer satisfaction.Handled reporting for UK and Ireland processes.Managed Back-end processes like auditing and packaging of files for UK and Ireland visa processing.		

INTERNSHIPS

Jun 2014 — Jul 2014	Trainee - Internship, Decathlon	Mohali
<ul style="list-style-type: none">Worked at Decathlon Store and prepared project on "A Comparative Study on Consumer Perception".I conducted a survey via questionnaire to gather data on Consumer Perceptions and the way companies cater to their needs and did analysis on the data for project report.I also did cross marketing of the other brands along with the company's products to get more insights to consumer behavior.I handled customer queries regarding the product details and was responsible for managing the store inventory.		

EDUCATION

Mar 2009 — Apr 2010	SSC, Sant Ishar Singh Public School	Mohali
Apr 2011 — Apr 2012	HSC, Paragon Sr. Sec School	Mohali

COURSES

Oct 2014 — Mar 2015	Certificate In Retail & Logistics Management, UEI Global, Chandigarh
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LANGUAGES	English	Very good command	Hindi	Very good command
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