



# JAISMEEN KAUR

jaisk008@gmail.com | 7657981613 | Patiala, India 147001

## Summary

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Customer-focused Telephone Operator skilled in responding to customer inquiries. Bilingual with advanced-level skills in English.

## Skills

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- Complaint Resolution
- Customer Relationship Management
- Customer Support
- Call Center Operations
- Clear Communication
- Greeting Customers
- English Fluency

## Experience

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GSC Immigration | Mohali, India  
**Calling Agent**  
08/2022 - 01/2023

- Informed customers about procedures, processed payments and provided payment option setup assistance.
- Answered calls with friendly and polite approach to engage callers and deliver exceptional customer service.
- Shared or forwarded messages and information to designated personnel.
- Processed incoming or outgoing mails.
- Promoted high customer satisfaction by resolving problems with knowledgeable and friendly service.

## Education and Training

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Sun Flower Model High School | Patiala  
**High School Diploma**  
07/2020

## Languages

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<b>English:</b>	B1
<div><div></div></div>	
Intermediate	
<b>Hindi:</b>	C1
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Advanced	
<b>Punjabi:</b>	C2
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Proficient	