

Hello
I'm Ramandeep Singh
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- Career Objective

Secure a responsible career to fully utilize my training and skills, while making significant contributions to the success of the company

- Skills

Computer Skills: MS Office Word, Excel, PowerPoint.

- STRENGTHS:

1. Smart Worker
2. Leading Skills

- Experience:

- In Teleperformance- (Sep 2019- Sep 2020) as a customer care executive and in-that I have learned how to handle customer complaints, provide appropriate solutions-and alternatives within the time limits; follow up to ensure resolution. Keep records of customer interactions, process customer accounts, and file documents. Follow communication procedures, guidelines, and policies. In Teleperformance, I headed the Instacart process for the US customers, so we were leading the international customers, and it was an international voice process.

In Task Us-(Jan 2021- Feb 2024), it is a grocery and food delivery application for home delivery in US and Canada. In Door dash we were helping US and Canadian customers through outbound international calls and emails. I started working as a customer care executive and When I become an SME,it was a learning process of so many things like time management, team meetings, navigation, and guidance to new joiners on the process tools. Time management. With so many responsibilities, time management is top on the list of required skills for this responsibility and teamwork. I was in the Doordash process.

- Avaso Private Limited (March 2024-Dec 2024) Senior Service Analyst all aspects of manage support requests that can come through a range of networks,such as email, chat, and telephone.

- Immigration Visa Consultant:-(Jan2025-April2025) Answer clients questions regarding immigration issues and monitor, update to client . Taking the charge to sales and get more bushiness for the company.

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Education

1. Matriculation passed in 2015 with 81 % from PSEB Mohali.
2. Senior- Secondary passed in 2017 with 70% from PSEB Mohali.
3. Completed Graduation from ISBM University (2022)

● Personal Profile

4.

Father's Name: Sr. SahibSingh

5. Mother's Name: Mrs.CharanjeetKaur

6. Date of Birth: 19-August-1999

7. Nationality: Indian

8. Gender: Male

9. Languages Known: Hindi, English, Punjabi

10. Permanent Address: Patti, (Tarn - Taran)Amritsar

11. DECLARATION: I declare all the information above is accurate to my-knowledge.

Sign.....

Date.....

