

Jaskaran Kaur

FINANCIAL SERVICE REPRESENTATIVE – CRM Tools, Payment Systems & Web Navigation

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SKILLS

- **CRM Tools:** Customer relationship management platforms, account lookup systems, service tracking interfaces.
- **Data Entry & Documentation:** Digital customer profile systems, document upload portals, internal databases.
- **Payment Systems:** Secure financial & transaction platforms, ACH processing systems, cards payment tools.
- **Financial Services Software:** Auto financing systems, online payoff quote calculators, web navigation tools.

WORK EXPERIENCE

Customer Service Representative

October 2022 – May 2025

Alliance One (Client: Toyota Financial Services)

Toronto

- Influenced financial assistance for lease and loan accounts to 70+ customers daily, including individuals and clients across the United States using scripted workflows and compliance guidelines using CRM workflows tools.
- Analyzed Amazon Workspace and Salesforce to manage customer data, access payment records, and streamline support workflows for financial account services through different dashboards and secure virtual systems access.
- Maintained 100% CSAT and 89% ESAT scores, reflecting strong resolution efficiency and consistent delivery of high-quality customer service experiences using performance metrics and quality assessment reports using KPIs.
- Achieved 100% quality score compliances by following policies, verifying data accuracy, and delivering regulated information during customers accounts inquiries using auditing tools and transaction verification procedures.
- Directed up to 91% call monitoring targets monthly by resolving account-related queries and protecting sensitive customer data under strict confidentiality guidelines and PCI-DSS aligned communication practices and logs.

Food Service Supervisor

October 2020 – August 2022

A&W Canada

Nova Scotia

- Created and deployed 5+ successful strategies to increase restaurant performance by 18%, optimize food preparation time by 22%, and minimize daily inventory waste by 30% through operational analytics, task planning.
- Mentored and guided 10+ employees during peak shifts to ensure 95% timely and accurate completion of assigned customer service and food handling roles by role-based tracking and task assignment tools and compliance.
- Achieved customer satisfaction ratings of 92% by handling 80+ daily orders and communicating directly to resolve 15–20 issues per shift at the point of service using POS systems and guest feedback resolution reports.
- Ordered food and operational supplies weekly to maintain stock levels at 98% and avoid interruptions in overall service during high-volume hours by vendor coordinations, inventory logs, and procurement tracking dashboards.
- Facilitated service quality by supervising 100% of prep procedures per shift, enforcing food safety compliance with provincial standards, and clean workspace operations throughout 8+ hour shift windows using visual checklists.

Shift Supervisor

September 2018 – September 2020

Tim Hortons

Toronto

- Demonstrated team coordination and operational decision-making to sustain 95%+ team efficiency and manage shift-wide task organization for daily operations using structured reporting systems, workforce scheduling tools.
- Evaluated employee performance weekly and provided coaching support to improve 100% of underperforming team members across functional areas using KPI dashboards and weekly performance review documentation.
- Collaborated with management to implement proper division of labor, increasing shift productivity by 20% and workflow balance through digital task boards and rotational assignment logs using team charts, and tracking.
- Managed 6–8 team members per shift by assigning roles and adjusting coverage to maintain 90%+ order flow and customer wait time targets using shift-planning charts and real-time order metrics including order tracking.
- Managed operations in peak hours, resolving 100% of reported issues and ensuring timely order delivery by structured frontline management and shift summary reporting for post-shift analysis & handover notes by 70%.

PROJECT EXPERIENCE

Independent Insurance Agent

World Financial Group

- Co-ordinated 20+ clients with tailored insurance and investment solutions while holding LLQP license, including needs assessment, policy recommendations, and regulatory compliance using financial profiling, and CRM.

EDUCATION

Diploma in Business (2-Year Program)

May 2017 – December 2018

Seneca College, Toronto

CERTIFICATIONS

- LLQP Exams and OMVIC license