

# Simran Singh

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Seeking to fulfill a position to expand upon professional experience, build trustworthy relationships amongst a diverse team & environment, and further develop communication & problem-solving skills.

## Education

**American River College ~ Sacramento, CA | August 2018 - Current**

- A.S., Administration of Justice

**McClellan High School ~ Antelope, CA | Graduated May 2017**

## Qualification Summary & Related Skills

- 4 years of customer service including cash register management & money handling
- Utilize interpersonal skills to prioritize and ensure customer satisfaction
- Open to collaboration with others to ensure efficient customer service
- Positive and welcoming attitude
- Ability to multitask phone calls and desk duties
- Highly organized & detail oriented
- Adapt to change quickly
- Intermediate level proficiency in Microsoft Office & internet research
- Proficient in Fiji Hindi language

## Professional Experience

**Conduent ~ Sacramento, CA | September 2020 – Current**

*Customer Experience Associate I – Full-Time & Part-Time*

- Answer client calls to provide service, transfer or follow-up for resolution
- Assess client needs by referring to case notes of each specific case
- Escalate & communicate customer concerns & issues to senior staff

**Walmart ~ Antelope, CA | November 2017 – November 2019**

*Cashier – Part-Time*

- Create a welcoming environment for customers & answering any inquiries
- Instruct & train new cashiers & self-checkout hosts
- Maintain registers & sort money in cash drawers
- Manage employee schedules on the floor, including breaks & lunches
- Volunteer personal time after completed shifts when store is short-staffed
- Contribute to loss prevention

**Bath & Body Works ~ Roseville, CA | October 2017- January 2018**

*Sales Associate – Part-Time*

- Stock merchandise & maintain presentation of products floor
- Promote sales & stay up-to-date on merchandise information for customer support
- Actively engage with customers to ensure their inquiries/requests are fulfilled