

TAVNEET KAUR

tavneetkaurkohli@gmail.com

+91 8630169282

Uttarakhand, India

PROFESSIONAL SUMMARY

Detail-oriented team player with strong organizational skills. Ability to handle multiple projects simultaneously with a high degree of accuracy.

WORK HISTORY

Intact Insurance

Specialist, Sales & Customer Service

Canada | July 2024 - February 2025

- Delivered outstanding customer service through handling sales and inquiries via phone and email
- Supported HR department in recruitment activities, including candidate screening, interview coordination, and onboarding logistics
- Participated in daily operational tasks and ensured smooth workflow between teams
- Analyzed customer needs, advised on insurance products, and promoted additional services
- Handled payment changes and ensured accuracy of client information

TD Insurance Home & Auto

General Insurance Advisor

Markham | November 2022 - June 2024

- Provided policy advice and support to customers
- Handled escalations and connected clients with appropriate teams
- Delivered a "legendary" customer experience while adapting to client and business needs

Burger King

Customer Service Manager

Scarborough | September 2018 - August 2022

- Trained and mentored staff on performance strategies
- Supervised day-to-day operations and improved service flow
- Resolved customer concerns with focus on satisfaction and retention

Meals On Wheels (Community Support Center)

Personal Trainer

Breslau, ON | January 2020 - April 2020

- Led individual and group fitness programs
- Provided education on wellness, nutrition, and ergonomics

Tim Hortons

Customer Service Representative

Cambridge, ON | May 2019 - September 2019

- Handled customer orders and maintained service quality
- Delivered tailored assistance to ensure satisfaction

SKILLS

- Insurance Knowledge & Cross-Selling
- HR Support & Interview Coordination
- Microsoft Office 365
- Customer Relations & Retention
- Communication & Conflict Resolution
- General Accounting & Budgeting
- Calm Under Pressure | Fast Learner

EDUCATION

Conestoga College Institute of Technology and Advanced Learning

Kitchener, ON | April 2020

Diploma - Fitness and Health Promotion

S.G.N Academy

Nanakmatta Sahib, India | April 2016

High School Diploma