

JASPREET SINGH BRAR

CUSTOMER SUPPORT REPRESENTATIVE - Customer Service Operations & Ticket Resolution

✉ jaspreetinamerica@gmail.com ☎ [+1 \(236\) 332-7011](tel:+1(236)332-7011) 📍 [Calgary, Canada](#) **in** [LinkedIn](#)

SKILLS

- **Customer Support Systems:** CRM Software, Live Chat Platforms, Email Support Tools, Ticketing Systems.
- **Technical & Administrative Tools:** MS Excel, MS Word, POS, Google Workspace, Data Entry Systems.
- **Communication Channels:** Inbound, & Outbound Calls, Live Chat, Email and Escalation Management.
- **Operations & Reporting:** Order Processing, Account Management, Service Documentation, Reporting.
- **Quality & Compliance:** Data Accuracy, SLA Management, Transaction Verification, Policy Adherence.

WORK EXPERIENCE

Warehouse Associate

October 2025 - January 2026

Amazon

Calgary, Canada

- Processed over 100+ packages per shift using RF scanners and warehouse management systems, achieving 99.6% barcode accuracy and reducing outbound shipment errors by 18% across peak fulfillment cycles.
- Verified and updated 1,000+ inventory units weekly within internal tracking systems, decreasing stock discrepancies by 24% and improving real-time inventory visibility for cross-functional logistics teams.
- Conducted structured quality inspections on outgoing parcels, identifying packaging defects early and lowering customer return rates related to transit damage within 3 months.
- Optimized packing workflows and staging processes to exceed daily productivity benchmarks by 102%, ensuring consistent on-time dispatch performance during high-volume seasonal demand.
- Collaborated with a 12-member warehouse team to streamline loading coordination, contributing to 100% adherence to carrier departure schedules and minimizing dispatch delays.
- Enforced workplace safety standards and compliance procedures during all shifts, contributing to zero safety incident records while maintaining 98% consistent operational throughput.

Customer Service Associate

January 2023 - September 2025

Top Talent Bridge

Remote, Canada

- Managed 25+ daily customer interactions across phone, email, and live chat channels, sustaining customer satisfaction rating by resolving inquiries.
- Resolved support tickets during first contact through structured troubleshooting and clear documentation, decreasing repeat inquiries by 22% and improving overall service efficiency.
- Logged, categorized, and tracked over 120 weekly support cases within CRM systems, maintaining 99% documentation accuracy and ensuring full compliance with internal SLA standards.
- Reduced average response time by implementing standardized response templates, increasing SLA compliance performance over 2 quarters.
- Escalated complex service and technical concerns with comprehensive case summaries, enabling Tier 2 teams to reduce overall resolution turnaround time.
- Analyzed recurring complaint trends using weekly ticket data and introduced optimized workflows that lowered repeat service issues within a 6 month review cycle.

Night Auditor

July 2022 - December 2022

Riviera Hotel

Vancouver, Canada

- Processed 45+ nightly guest check-ins and check-outs using property management systems, maintaining positive guest satisfaction ratings through efficient front-desk operations.
- Reconciled daily financial transactions during end-of-day audits, ensuring 100% ledger accuracy and eliminating billing inconsistencies before management review.
- Responded to 35+ guest inquiries and service requests per shift, resolving concerns within 8 minutes and minimizing service escalation incidents.
- Generated structured end-of-day financial performance reports, identifying reporting variances and decreasing accounting discrepancies by 13% across reporting cycles.
- Updated booking records and room availability data with 99% system accuracy, improving reservation transparency and reducing overbooking conflicts.

EDUCATION

Operations Management (Quality Management Option)

January 2021 - December 2022

British Columbia Institute of Technology, Burnaby, Canada

Bachelor of Mechanical Engineering

July 2010 - May 2014

MNIT Jaipur, India