

MANPREET SINGH

BCIS STUDENT AT
UNIVERSITY OF THE FRASER VALLEY

PROFILE

I am a dedicated and flexible professional with experience in customer interaction and customizing solutions to meet client needs. I have actively volunteered in community cleaning drives, demonstrating my commitment to creating a positive environment. Seeking part-time or full time opportunities, I am ready to leverage my customer service skills, versatile experience and adaptability to contribute effectively to a team.

CONTACT

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SKILLS

- Cash transaction
- Communication
- Technology Adept
- Customer Service
- Adapts quickly to changing conditions

VOLUNTEER

I have volunteered in the following -:

- Swachh survekshan (January, 2023)
- Qbiz (November, 2022)
- Cleanness drive (February, 2024)
- Blood Donation (June, 2023)

AVAILABILITY

Available through the week
Except on Friday and Tuesday Afternoon

EXPERIENCE

- Digital Series** *April 2023 - June 2023*
 - Worked in 3 major departments (SEO, website management and social media management)
 - Enhancing SEO by creating backlinks which improved search ranking by 84% (Google analytics)
 - Posted daily on 20 high-traffic social bookmarking sites to boost visibility
 - Maintained and updated websites daily per client needs.
 - Created weekly reports for clients to ensuring satisfaction
 - Posted 3 daily social media videos to maintain relevancy
 - Received the "India's Most Trusted Brand of the Year 2023" award during my tenure.
- Paragon PMO** *May 2023 - September 2023*
 - Documenting and analyzing customer problems identifying area for improvements
 - Created more than 60 user stories
 - Maintained a database with 300+ examination queries
 - Adhered to client requests, effectively communicating their needs to the software development team

EDUCATION

UNIVERSITY OF THE FRASER VALLEY

BCIS (2022-Present) 3rd Year

LANGUAGES

- English
- Punjabi
- Hindi
- French (beginner)

