

RAMANPREET KAUR

PERSONAL BANKER ASSOCIATE - Financial Operations & Customer Relationship Management

✉ ramanaulakh2381@gmail.com

☎ (+1) 604-749-1760

📍 [Surrey, Canada](#)

SKILLS

- **Banking & Financial Operations:** Cash & Transaction Processing, Account Reconciliation, POS Systems
- **Customer Relationship Management:** Client Onboarding, Complaint Resolution, Customer Retention
- **Compliance & Risk Management:** KYC Procedures, Privacy Regulations and Audit Documentation
- **Sales & Product Promotion:** Cross-Selling Financial Products, Upselling Techniques, Revenue Tracking
- **Technical Systems & Administrative Tools:** Microsoft Excel, Inventory Tracking Software, Reporting Tools

WORK EXPERIENCE

Client Services Associate (Financial Services)

November 2025 - Present

Top Talent Bridge

Remote

- Managed onboarding and documentation verification for 40+ client profiles weekly, ensuring accurate data capture and reducing processing errors by 18%.
- Analyzed client requirements to recommend tailored financial service strategies, improving client engagement outcomes by 22%.
- Executed transaction reviews and reconciliation tracking across internal records, identifying discrepancies and improving reporting accuracy by 15%.
- Coordinated with cross-functional teams to resolve 25+ monthly client queries, reducing resolution time by 20% and maintaining service continuity.

Food Service Supervisor

January 2025 - October 2025

Burger King

Surrey, BC

- Executed daily cash reconciliation, ensuring 99% cash handling accuracy, strengthening financial controls, and reducing discrepancies in transactional records.
- Directed a team of 12 staff through scheduling and coaching, improving operational efficiency by 20% while maintaining consistent service delivery standards.
- Resolved 30+ monthly escalated independent customer issues, enhancing client satisfaction, strengthening retention, and minimizing service disruptions.
- Enforced 100% compliance with internal controls and audit procedures by maintaining accurate documentation and ensuring adherence to operational standards.

Customer Service Associate

2024 - 2025

Pharmasave Guildford

Surrey, BC

- Processed 200+ daily POS transactions with 99% accuracy, ensuring secure payment handling, minimizing errors, and maintaining financial transaction integrity.
- Coordinated with 50+ customers per shift with inquiries while maintaining strict confidentiality, ensuring compliance with privacy regulations and service standards.
- Promoted loyalty programs to 30+ customers daily, increasing repeat visits by 12% and strengthening customer engagement through targeted service interactions.
- Maintained inventory records with 98% accuracy, supporting stock control processes, reducing shortages, and ensuring compliance with retail regulations.

Gas Station Attendant

July 2023 - July 2024

Canco Gas Station

Surrey, BC

- Managed 150+ daily cash and accurate card transactions, ensuring smooth payment processing, minimizing discrepancies, and maintaining transaction records.
- Verified identification in 100% of restricted sales, ensuring compliance with legal standards and reducing risk through consistent verification procedures.
- Served 100+ customers per shift, improving satisfaction levels, strengthening client relationships, and supporting consistent service delivery.
- Replenished inventory daily, reducing stock shortages by 20%, maintaining product availability, and supporting continuous retail operations.

EDUCATION

Post Degree Diploma in Network Technology Administration and Security

Jan 2023 - Dec 2024

Vancouver Community College, Vancouver, BC

Bachelor of Computer Applications

2017 - 2020

BBK DAV College for Women, Amritsar, India