

KARANVEER KAUR

Kingston, Ontario | 343-989-1646 | karanveerkaur1905@gmail.com

PROFESSIONAL SUMMARY

Technical Support and customer service professional with experience in team leadership, client communication, and IT support fundamentals. Skilled in Windows environments, Active Directory, networking concepts, Azure cloud basics, and troubleshooting technical issues. Strong ability to work in fast-paced remote and customer-focused environments while maintaining high service standards. Quick learner with excellent communication, problem-solving, organizational, and multitasking abilities.

TECHNICAL SKILLS

- Active Directory & User Account Management
- Windows 10/11 Support & Troubleshooting
- Azure Cloud Fundamentals
- Networking: TCP/IP, VPN, LAN/WAN, DNS, DHCP
- SQL & Database Fundamentals
- Remote Technical Support
- Microsoft Office & Google Workspace
- Virtual Machines & Basic Linux Administration
- Customer Service & Team Leadership
- POS & Business Operations Software

EDUCATION

Computer Networking and Technical Support Diploma

St. Lawrence College, Kingston, Ontario | 2019 – 2021

- Built websites using HTML/CSS and developed WordPress-based web solutions.

PROFESSIONAL EXPERIENCE

Manager – Tim Hortons (2021 – Present)

- Supervise daily restaurant operations and team performance.
- Lead training, scheduling, and customer service initiatives.

Team Member – Popeyes (2020 – 2021)

- Delivered excellent customer service in fast-paced environments.

Cashier – Metro (2019 – 2020)

- Processed transactions and handled customer inquiries professionally.

ADDITIONAL INFORMATION

- Fluent in English, Punjabi, Hindi, and conversational Urdu
- Eligible to work in Canada