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| NG  ***Namanjot Gill*** |

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|  | ***Professional Summary***  Highly organized and detail-oriented Operations Coordinator with a strong background in dispatch coordination, payroll administration, inventory management, and fleet support. Proven track record of improving operational workflows, leading teams, and maintaining compliance with safety standards. Skilled in multitasking and maintaining high-performance standards in fast-paced logistics and distribution environments.  ***Work History***  Independent Property Manager  Cambridge, ON *09/2021 - Current*   * Handled tenant complaints promptly and appropriately, calling in repairmen, and other support services. * Maintained positive landlord-tenant relationships, ensuring clear communication and prompt resolution of any disputes. * Completed final move-out walk-throughs with tenants to identify required repairs. * Maintained open communication with property owner; ensured timely rent transfers and lease compliance. * Handled small repairs, scheduled services, and kept the property in top condition. * Took initiative to address tenant concerns and created a well-maintained living environment. * Maintained detailed records of tenant interactions, lease agreements, and maintenance requests for accurate recordkeeping   National Diabetes Canada - Operations Supervisor  Cambridge, Canada *01/2021 - 01/2023*   * Coordinated daily dispatch and managed GPS tracking and route audits for multiple drivers. * Assisted with driver scheduling, recruitment, and training; managed fleet maintenance schedules. * Processed and verified payroll records, timesheets, and ensured timely HR submission. * Maintained and tracked warehouse and trailer inventories; processed supply orders and invoices. * Resolved customer issues promptly and supported dispatch communication during delays or changes. * Liaised with drivers, clients, and third-party vendors to support smooth delivery operations. * Monitor KPIs and assist in improving operational workflows across the distribution center.   Gatestone Co & Inc - Customer Success Team Member/ TSR  Brantford, Canada *01/2020 - 01/2021*   * Receive inbound calls from customers for information on subscription services, tech services and/or open extended warranty claims for replacement or repair of eligible products * Answer inquiries, resolve problems, and contact customers to investigate and resolve customer concerns * Actively engage in service solutions sales * Cold calling outstanding balance customers, give them info for paying bills * Take payment online or advise customer how to pay bills * Facilitate appropriate solutions to ensure customer loyalty   A&W Burgers - Supervisor  Waterdown, Canada *01/2018 - 01/2020*   * Created efficient work schedules for each team member to maintain deadlines and fully staff shifts * Applied strong leadership talents and problem-solving skills to maintain team efficiency and organize workflows * Created and implemented policies to achieve customer satisfaction and maintain food service standards * Supervised food preparation stations to observe hygiene and taste quality of food served to customers * Maintained safe working and guest environment to reduce risk of injury and accidents |  |  | |  |  | | --- | --- | |  | **gillnaman7005@gmail.com** | |  | **(+1) 416-8800-414** | |  | **Cambridge, Canada N1T2G1 Cambridge, Canada N1T2G1** |   ***Education***  **Property Management**  Humber College**,** Toronto  **Web Design and Development Graduate Certificate**  Conestoga College, Kitchener  **Bachelor's Degree (4 Years)**  Assessed by WES as equivalent to Canadian Bachelor's Degree  ***Skills***   * Payroll Processing & Timekeeping * Fleet & Inventory Management * Staff Scheduling & Supervision * Regulatory Compliance * Customer Communications * Administrative Support & Recordkeeping * Microsoft Office Suite | Documentation * KPI Monitoring & Reporting * Team Leadership & Cross-Training |  |

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