

# HARMANDEEP KAUR

ADMINISTRATIVE ASSISTANT - Data Management, Process Optimization & Reporting

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## SKILLS

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- **Administrative Tools & Documentation:** MS Office Suite, Outlook, CRM systems, Document Management.
- **Operational Efficiency & Coordination:** Calendar Management, File Organization, Process Optimization.
- **Customer & Client Services:** Relationship Management, POS Systems, Inquiry & Incident Resolution.
- **Analytical & Technical Tools:** Google Ad Manager, Excel, Data Analysis, Kanban, Agile Methodologies.
- **Security & Confidentiality:** Incident Reporting, Asset Protection Procedures, Data Privacy (PIPEDA).

## WORK EXPERIENCE

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### General Merchandise Associate

Walmart Canada

April 2024 – Present

Winnipeg, MB

- Enhanced customer satisfaction scores by 15% through engagement, personalized product recommendations, leveraged POS systems, and inventory management tools to streamline checkouts and reduce wait times by 20%.
- Collaborated with cross-functional teams to ensure 100% shelf accuracy and timely restocking of over 1,500 SKUs, utilizing and merchandising standards to improve product visibility, driving a 12% increase in key sales.
- Coordinated in daily store operations by maintaining compliance with loss prevention protocols, assisting in cycle counts; contributed to achieving monthly sales targets exceeding \$500K through customer service and teamwork.

### Asset Protection Associate

Walmart Canada

April 2023 – March 2024

Winnipeg, MB

- Maintained structured digital databases for 120+ incident reports, applying data validation and categorization techniques, reducing reporting errors by 18% and streamlining compliance submissions for management audits.
- Conducted process analysis using Excel pivot tables and visual summaries to identify procedural gaps in loss prevention workflows, leading to a 15% decrease in report duplication and consistent documentation standards.
- Developed and implemented data-driven monitoring templates for tracking store KPIs, enabling department leads to identify performance deviations and improve internal communication by 22% around corrective actions.

### Co-op Student, Ad Operations

Glacier Farm Media

May 2022 – August 2022

Winnipeg, MB

- Managed structured data reports and ad performance reporting across 30+ client accounts using Google Ad Manager and Excel, ensuring 100% data accuracy and supporting weekly analytics presentations for stakeholders.
- Designed automated reporting templates, consolidated ad metrics and delivery insights, reducing manual compilation time by 25% and improving consistency in data interpretation across marketing and operations teams.
- Coordinated documentation workflows for advertising data submissions, ensuring client reporting and enhancing data traceability by 20% across departments in alignment with organizational data governance standards.

### Team Supervisor

Tim Hortons

September 2021 – Present

Winnipeg, MB

- Assessed daily operational reporting and data tracking for 8 staff members, using Excel productivity logs to monitor service performance, inventory usage, and order accuracy, increasing overall process efficiency by 22%.
- Processed and maintained onboarding documentation and training reports through standardized checklists, reducing manual errors in compliance data tracking and improving reporting accuracy for HR audits by 20%.
- Compiled weekly financial summaries and allocation reports for management using structured spreadsheets, ensuring 100% transparency in cash flow documentation and accurate forecasting for supply procurement cycles.

## PROJECTS

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### Kanban Project

Management Information Systems - RRC Polytech

October 2022

- Directed a cross-functional team of 4 to deliver an in-depth Kanban methodology presentation by assigning roles, conducting and performing workflow analysis, improving delivery accuracy by 40%, and led to peer evaluation.

### MS Project

Project Methodologies - RRC Polytech

October 2022

- Created a simulated end-to-end Agile project using MS Project, including a charter, stakeholder, Kanban board, and burndown chart; earned instructor commendation and improved project structuring speed by 35% rates.

## Creating Website

April 2022

*Web Development - RRC Polytech*

- Designed and developed a fully functional and responsive website using HTML, CSS, and JavaScript by gathering and organizing domain specific content; met all assessment criteria and achieved a perfect 100% project grade.

## EDUCATION

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### Investment Funds in Canada (IFC)

In Progress

*Canadian Securities Institute, Winnipeg, Manitoba*

### Bachelor of Commerce (Online Program)

October 2025 - Present

*Kurukshetra University, India*

### Business Technology Management Diploma

January 2021 – December 2022

*Red River Polytechnic College, Winnipeg, Manitoba*

## CERTIFICATIONS

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- Learning Cloud Computing: Application Migration — *LinkedIn* November 2022
- Introduction to Web Design and Development — *LinkedIn* September 2022