**KINNARI KAPOOR**

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**Professional Highlights**

Investment & Insurance Advisor/ Early Childhood Educator Assistant/Education Assistant/Warehouse experience/Administration/ Banking/ Operations and Investments/ Cash Operations/ Complaint and Escalation Management /Training and Leadership / New hires system set up/ Account Opening Process / Audit and Compliance / Revenue generation.

#  Skills & Competencies

* Industrious, service-oriented personality and multi-tasking ability.
* Excellent communication and interpersonal skills.
* Proficient at planning, organizing and problem solving skills.
* Great at teamwork and maintaining a positive workplace culture.
* Exceptional with children and promotion of activities for their growth and development.
* Knack of adapting effectively to changing and emergency situations.
* Immense capability of displaying accountability, reliability and diplomacy.
* Understanding the importance of discretion and confidentiality where required.
* Familiar with general administrative & financial processes like handling cash, data entry, FCRM, etc.
* Adept at MS Office, Excel and other fundamental computer literacy.

#  Career Progression

**Investment & Insurance Advisor 06/2022 to currently**

**Self Employed -Experior Financial Group Langley, BC, Canada**

Licensed with Insurance Council of BC

**Ambassador 10/2021 to currently**

**Amazon Canada (YVR7) Langley, BC, Canada**

Fulfillment and Sort Centre

* Onboard new hires on Day 1 and Day 2
* Train and provide learning to new and existing associates with regards to different processes on the floor
* Arrange customer orders by final destination.
* Sort, scan and stack packages on pallets, helping to get customer orders ready for delivery.
* Sort conveyable as well non conveyable items.

**Maternity Leave 10/2020 to 10/2021**

Completed Education Assistant Diploma program with Coastal College of BC, Canada

Completed 4 weeks of practicum at Langley Christian School – BC, Canada

**IT Teacher/ Early Childhood Educator Assistant 10/2016 to 10/2020**

**Creative Kids Learning Centre Langley, BC, Canada**

Childcare centre and Preschool

* Planned, organized and implemented programs for children between the ages of 12 months to 3 years.
* Engaged children in activities to stimulate and develop their intellectual, physical and emotional growth and ensure their security and well-being.
* Developed appropriate educational programs to encourage learning in children through circle time, story time, outdoor time, etc.
* Worked as a team to enhance the quality of care that is provided to the children at the centre.
* Interacted with parents regularly with respect to their child's progress and special moments!

**Deputy Branch Manager 12/2012 to 06/2016**

**ICICI Bank Ltd Jalandhar, Punjab, India**

The largest private sector bank in India in terms of assets with market capitalization of 1470 Billion INR .The bank has more than 5000 branches and more than 74000 employees.

Performed branch opening duties, including counting cash drawers and checking all equipment for proper functioning.

Implemented performance appraisals for branch staff, annually.

Ensured that services to the clients were given with full satisfaction and within Turn Around Time.

 Provided training sessions to new employees & mentored staff to increase sales and productivity.

**Senior Officer 05/2008 to 12/2012**

**ICICI Bank Ltd Margao, Goa, India**

Worked as Privilege Banking Officer for handling queries of High Net-worth Individuals.

Improved service quality and increased sales by developing a strong knowledge of company's products and services.

Identified prospective clients, generated business from the existing clients.

Recommended financial planning and customized need based investment solutions.

**Officer 07/2007 to 04/2008**

**ICICI Bank Ltd West Mambalam, Chennai, India**

Responsible for handling customer queries and maintained the health of client relationship with the Bank - Internship in the branch till Oct 2007.

Got well versed with operational activities of the Bank and handled Finacle Customer Relationship Management (FCRM).

#  Core Accomplishments

* Was recognized employee of the month -2019
* Was promoted to Deputy Manager 2 - 2016
* Was promoted to Deputy Manager 1 - 2013
* Was promoted to Senior Officer & was handed the role of Branch Service and Compliance Manager of the cluster branch (biggest branch) which comprised of complete responsibility of the branch with respect to Audit, Quality with compliance, Service, Team handling and Revenue generation – 2011
* Was chosen as Customer Service Star 3 times in a row during the years 2010-2012.
* Was consecutively rated 1 or 2 in the yearly appraisals from buckets 1 to 5, 1 being the top rating.

# Education & Certifications

* + Harmonized Life Licensed Qualification Program - Insurance Council of BC license, BC, Canada, June 2022
	+ Education Assistant diploma with Coastal College of British Columbia, BC, Dec 2021
	+ Non-Violent Crisis Intervention Certification, BC, Nov 2021
	+ Emergency First Aid & CPR/AED Level C, BC, Oct 2021
	+ Autism, Applied Behaviour Analysis, Augmentative and Alternative Communications Certification, BC April 2021
	+ Early Childhood Education Assistant certification, Pacific Rim Early Childhood Education Inc., BC, June 2018
	+ Canadian Language Benchmark Placement Test-LEVEL 9 , BC ,March 2018
	+ IELTS certified with 7.5 Bands, Punjab, India 2014
	+ Post Graduate Diploma in Banking Operations, Chennai, India 2007
	+ Bachelor of Commerce, Goa, India - 2006 (WES equivalency : Completion of Second Undergraduate Major )