

KAVITA SHARMA

Customer Service | Client Support | Administration

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Permanent Resident of Canada

PROFESSIONAL SUMMARY

Customer service and administrative professional with experience across Canada, India and the UAE in client support, complaint handling, office administration, recruitment coordination, travel services and front-line passenger service. Experienced in responding to customer enquiries, coordinating resolutions across internal teams, maintaining records, processing invoices and payroll-related documentation, and supporting day-to-day administrative operations. Recently returned to the Canadian workforce in a customer support role and now seeking customer service, client support or administrative opportunities.

CORE SKILLS

- Customer Service & Client Support
- Issue Escalation & Resolution Coordination
- Customer Database & Records Management
- Payroll & Administrative Support
- Travel & Booking Support
- SAP (purchase order processing)
- Client Enquiry & Complaint Handling
- Office Administration
- Invoice Processing
- Recruitment Coordination
- Microsoft Office
- Sabre, Amadeus & MACS

PROFESSIONAL EXPERIENCE

Customer Support | Spektrum United Inc.

Mississauga, Ontario, Canada | September 2025 - June 2026

- Addressed client enquiries and complaints and provided clear, professional customer support.
- Escalated client enquiries and issues to the appropriate team when further review or action was required.
- Advised clients on the best available options based on their enquiries and requirements.
- Supported timely communication and follow-up to help resolve customer concerns.

Customer Service Associate & Administrative Assistant | Go Digital Technology Consulting LLP

Mumbai, India | January 2018 - 2021

- Handled client enquiries and customer service queries and coordinated with subject-matter experts for resolution.
- Supported payroll administration and invoice processing.
- Maintained customer databases and records.
- Provided general office and administrative support.

Personal Assistant to the Human Resource Manager | Gemini Enterprises

Mumbai, India | January 2012 - January 2014

- Supported recruitment activities including job descriptions, candidate sourcing, CV screening, interview coordination and offer documentation.
- Coordinated local and overseas recruitment campaigns and assisted with staffing reports and recruitment administration.
- Supported new-employee onboarding, travel and visa coordination, and general office administration.
- Responded to queries from recruiting clients and candidates and maintained recruitment documentation.

Call Center Agent - ACH US | WNS Enterprises (Travelocity)

Mumbai, India | November 2005 - November 2007

- Serviced US customer enquiries relating to air, hotel and car bookings.
- Created and amended reservations using the Sabre system.
- Coordinated with international airlines, hotels and car-rental companies.
- Handled customer service issues and discussed available travel options with customers.

Administrative Assistant to Division Manager - Telecommunications & IT | Al Futtaim Technologies

Dubai, UAE | November 2004 - November 2005

- Handled customer service issues and coordinated enquiries with Telecommunications and IT teams.
- Supported payroll, staff leave and overtime administration for the division.
- Coordinated business travel, visas, hotels, training requests and management meetings.
- Processed purchase orders through SAP, invoices, monthly bills and payment follow-up; maintained petty cash and company records.

Passenger Check-in Agent - Dubai International Airport | DNATA (Emirates Group)

Dubai, UAE | April 2003 - April 2004

- Provided passenger customer service, check-in and boarding support for multiple international airlines.
- Handled passenger and baggage acceptance, transfer-desk support and passenger rerouting.
- Worked in a high-volume airport environment requiring accuracy, customer focus and composure under pressure.

Executive Secretary to the Chief Operating Officer | Getronics

Dubai, UAE | January 2003 - March 2003

- Managed meeting agendas, appointments, travel arrangements and hotel bookings.
- Handled customer service enquiries and supported general office correspondence and administration.

Personal Assistant to the Human Resource Manager | Gemini Enterprises

Mumbai, India | June 2001 - November 2002

- Handled customer service enquiries and supported HR administration, public-relations matters and interview coordination.
- Assisted with visa applications and general office administration.

Telemarketing Executive (Temporary) | Compumall

Dubai, UAE | April 1998 - May 1998

- Supported telemarketing activity for a computer-products retail initiative and contacted prospective distribution and retail participants.

EDUCATION & TRAINING

DNATA Passenger and Baggage Acceptance - Emirates Aviation College, Dubai | 2003

Career H - Computer Skills Certification - NIIT, Mumbai | 2002

One-Year Certification Course in Interior Designing - Rachna Sansad College of Architecture, Mumbai | 2002

Higher Secondary School Certificate - Public Hindi Night High School & Junior College, Mumbai | 2001

LANGUAGES

English, Hindi, Marathi - Advanced | Arabic, Malayalam, Tamil - Intermediate

RECOGNITION & ADDITIONAL INFORMATION

- DNATA, Emirates Group - written appreciation/certification from customer airlines for teamwork, professional service and going beyond the call of duty.
- WNS Enterprises (Travelocity) - appreciation certificate for 100% clarity in voice and accent.
- Community involvement has included the National Association for the Blind, SPCA Mumbai and Bombay Animal Rescue Services.