

Harjot Kundi

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PERSONAL PROFILE

I am a people person who has the skills to work as part of a team and individually when required. I have a positive attitude and am comfortable with communicating, and working in a busy and fast paced environment. I enjoy providing excellent customer service, making people feel welcome and making sure that they have an even better experience each visit. I am looking to further my experience in order to pursue a career.

Key Skills:

- Communication skills to all ages and backgrounds and disabilities
- Positive attitude
- Stamina and enthusiastic
- Organised
- Customer service

EXPERIENCE

Greenwich council, IT Service Desk Agent, 1st line August 2021 -Current role - troubleshooting, creating accounts, setting work phones, setting laptops up, resetting passwords, creating mailboxes, replacing toners, escalating issues, dealing with major incidents

Brent Council, IT Infrastructure technician Nov2019-May 2021 - Troubleshooting, creating accounts, setting work phones, setting laptops up, resetting passwords, creating mailboxes, replacing toners

Greenwich, Children Services STEPS/Sensory Team - Resources coordinator/Admin assistant September 2015 –November 2019 Duties: maintain stock, making text books, binding, laminating printing and creating resources, filing, admin/office duties, create tactile resources, working with teacher of the **hearing/Visual impairment**, converting text to **brail**, zycheming materials

Lords Cricket Club - Waiter April 2015 - 2016 Duties: Welcoming customers, collecting bottles, wine glasses, plates etc, providing customers service, serving food/drinks, setting up for dinners/lunch and events

London Gaming College - Receptionist/Admin Assistant January 2015-March 2015
Duties: Administrating, Customers enquires, enrolments, answering enquires, booking appointments, printing, scanning, course enquiries

Internship at the Brick Lane Gallery – Gallery Assistant, September 2014 – December 2014
Duties: Administrating, contacting artists, taking deliveries, help organise exhibition events, answering phone calls, customer service, researching, hanging and taking down exhibitions.

VOLUNTARY WORK

I partake in regular volunteering work in art galleries events such as Sea City Museum, Tudor House Museum and other local events, such as fashions shows.

During Events I had the chance to talk to the public, getting their views about what they had seen and discussing the work displayed. This enabled me to gain confidence in discussing exhibited work and a chance to inform the public about future tours and exhibitions.

I have also been involved to help for a fashion show; my main duties were to organise clothing for the models, and making sure each set of clothing was in the right order.

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I also volunteer aboard in hostels and tourist centres where I assist visitors and get rooms ready for guests. This gives me a chance to learn about different cultures and ways of living.

LHA Hostels London -Team Member 01/2021 – 02/2021

Copenhagen Downtown Hostel –Team member 01/08/20 – 30/08/20

Making beds, cleaning, welcoming guests, maintain appearance of hostel etc

YHA Brighton Hostels-Team Member 01/07/18 – 01/08/18 and 01/08/19 – 01/09/19

Night/Reception duties, cleaning rooms, making up beds, serving food and beverages to guests

Shelter Hostel, Amsterdam - Cleaner Programme 18/12/19-30/12/19 making beds, cleaning, welcoming guests, maintain appearance of hostel, and give local information.

Catford Library – Volunteer- Aug-Dec 2019 customer service, using the till, promoting events, reading with children, helping at homework club

Old royal Naval College – Visitor assistant May 2015-Dec 2016 Duties: welcoming visitors, directing, talking about the museum, giving advice about transport and other locations to visit

OTHER SKILLS

I have experience using the following applications

- Adobe Photoshop
- Final cut pro
- Project Manager
- Logic Pro
- Social media (Twitter, Facebook, Instagram)
- Microsoft Office

INTERESTS

I am a creative individual. This comes across strongly through my passion for art, music and literature. I play a number of classical instruments; harmonium, tabla, flute and piano. I **perform** the instruments at community centres/temples and events with friends.

Art/photography: I enjoy viewing abstract arts as it challenges me to interpret meaning in an artist's work. I particularly enjoy street photography, especially capturing unexpected moments and images. I have conducted my own projects where I travel the world photographing scenery in order to improve my skills in using natural lighting.

LANGUAGES

I am fluent in Punjabi and Hindi, I also speak and Urdu at an intermediate level.

EDUCATION:

2020 **BCS L3 Award in Business processes**

2020 **MTA L3 Networking Fundamental**

VI awareness training course – Greenwich Council

2014: **BA Media Culture and Production**, Southampton Solent University (2-2)

Units: Photography major project

2013: **Contemporary Media Practice, Westminster University** (Diploma of Higher Education)

2008-2011: **BTEC National Diploma in IT and Business**, Shooters hill Post 16 (Distinction, Merit, Merit)

7 GCSE's, Woolwich Polytechnic School