

Gurlal Kantor

Firozpur, Punjab 152021

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Work Experience

Product Support Associate

Jan 2025 - Present

WNS Global Services

- Assisted clients with **technical issues, account inquiries, and transaction support**, improving resolution efficiency.
- Ensured **accurate troubleshooting** and timely issue resolution, enhancing customer satisfaction.
- Maintained **compliance with process guidelines** and provided accurate financial product information.

Financial Analyst Intern

Liaison Pharmaceuticals. Ltd

Jun 2024 - July 2024

- Scrutinized financial data for over 150 transactions, ensuring accuracy and compliance with accounting standards; identified discrepancies that improved reporting reliability by establishing monthly a reconciliation process
- Analyzed cash flow patterns and identified key areas for improvement; optimized working capital strategies that led to a systematized budget process, enhancing financial agility by over 15% within the internship timeframe

Omni Sports Leader

Jun 2023 - July 2023

Decathlon Pvt. Ltd

- Drove sales growth at Decathlon by enhancing customer relationships, achieving a 20% increase in repeat purchases through personalized communication and targeted product recommendations tailored to individual shopper preferences
- Leveraged detailed findings from SAO assessment to implement targeted retail optimizations, driving an increase of 15% in average transaction value through tailored product placements based on shopper behavior patterns
- Orchestrated comprehensive onboarding programs for more than 15 new hires; designed structured training modules coupled with real-time feedback loops, fostering increased employee confidence as reflected by advanced performance metrics.

Projects

Delhivery. Ltd | Financial Modelling and valuation

Apr' 2022

- Investigated spending patterns in monthly financial reports, identifying opportunities for reducing unnecessary expenses, which streamlined the reporting process and made data insights available two days earlier each month
- Cultivated a financial reporting dashboard that reduced report generation time from two hours to 30 minutes, allowing more focus on strategic analysis and insights for three critical business decisions monthly
- Measured market trends and internal data across four major suppliers, highlighting opportunities for cost reduction through strategic contract renewals; influenced decision-making processes resulting in optimized vendor relationships and enhanced negotiation leverage

Certificates

- Certified Anti Money Laundry and Compliance Expert** | Udemy | **Apr'2025**
- Financial Modelling |Ernst & Young Associates LLP| **May'2024**
- VSKILLS Certified Corporate Strategy Professional **Oct'2023**
- Basics of stock market | F&O, INDEX |DHARAMIK | **Mar'2023**

Skills

- Technical skills:** Microsoft Office, Financial Modelling, Ratio Analysis, Stock Analysis
- Soft Skills:** Leadership, Communication skills, interpersonal skills, Time Management

Education

Lovely Professional University Punjab

Aug'2021 – Present

Integrated BBA-MBA

Jalandhar, Punjab

DC Model International School- FZR City

2019 – 2020

12th with Commerce

Firozpur, Punjab