

TAJINDER SINGH

Mortgage Associate | Financial Services | Client Relationship Management

Edmonton, Alberta | 587-599-7320 | tajindersahota46@gmail.com | linkedin.com/in/tajinder-singh-0154a6134

PROFESSIONAL SUMMARY

RECA-licensed **Mortgage Associate** with a Business Management education and 7+ years of experience in customer-facing, sales, technical service, and relationship-management environments. Experienced in understanding client needs, presenting product solutions, explaining complex information clearly, and delivering high-quality customer service. Currently working in the mortgage industry with a strong interest in advancing into banking, mortgage lending, and financial services. Brings a customer-first approach, strong communication and problem-solving abilities, sales experience, and the ability to build trust with clients.

CORE COMPETENCIES

Mortgage Products • Client Needs Assessment • Mortgage Sales • Lead Generation • Client Relationship Management • Referral Development • Consultative Selling • Customer Service • Product Presentation • Client Education • Problem Solving • Organization • Time Management • Computer Skills • Teamwork

PROFESSIONAL EXPERIENCE

AKAL MORTGAGES — Edmonton, AB

Mortgage Associate | July 2026 – Present

- Assist clients in understanding mortgage products and financing options based on their individual needs and objectives.
- Build and maintain relationships with prospective and existing clients throughout the mortgage process.
- Explain mortgage options and processes clearly to help clients make informed decisions.
- Identify opportunities to develop new business through client relationships, referrals, and networking.
- Provide responsive, professional service while maintaining a client-focused approach.
- Work with clients and industry professionals to support an efficient mortgage experience.

LIBERTY SECURITY BY GARDAWORLD — Edmonton, AB

Technician | Customer Service & Sales | October 2023 – Present

- Consult with customers to understand security, surveillance, and home-automation needs and recommend appropriate solutions.
- Install, configure, troubleshoot, and repair security alarm systems, cameras, and automation equipment.
- Explain products, features, and system operation to customers in clear, easy-to-understand language.
- Provide hands-on customer training and ongoing technical support.
- Develop positive customer relationships through professional communication and reliable service.
- Apply problem-solving and consultative sales skills to identify customer needs and recommend products.

BELL CANADA — Toronto, ON

Technician | Customer Service | April 2019 – September 2023

- Provided installation, troubleshooting, and repair services for security alarm systems, cameras, and home-automation equipment.
- Worked directly with customers to identify needs and recommend suitable products and solutions.
- Educated customers on product features, operation, and troubleshooting.
- Delivered professional customer service while managing multiple appointments and service requirements.
- Built strong customer relationships through clear communication and effective problem resolution.

EDUCATION

Humber College — Toronto, ON | Business Management | 2017 – 2018

LICENCE

RECA Mortgage Associate Licence — Real Estate Council of Alberta

LANGUAGES

English • Punjabi • Hindi