

Karan Gusaiwal

Customer experience || Consultative sales || Retail experience of 3+ years.

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EXPERIENCE

Lifestyle Pvt. Ltd. , New Delhi – Customer Service Representative

OCT 2020 - PRESENT

- : To keep a check of stock level on floor and display with the given guidelines.
- : Handling a team and improving productivity.
- : Backend profile
- : Provide outstanding customer service to improve customer satisfaction.
- : To see whether the section is fully merchandised.
- : Helping/solving customer queries/complaints and achieving the target.
- : Focusing customer delight in absence of supervisor or manager.
- : Daily maintain the physical count and match from the system inventory.
- : Coordinate with brand staff for stock RTV.
- : Quarterly doing PICS (Physical inventory count system) to check physical merchandise on the floor as per system inventory.

Pantaloon Pvt. Ltd. New Delhi – Fashion Consultant

NOV 2019 - SEP 2020

- : All the merchandise on the floor security tagged & entire department clean.
- : All fixtures are clean and arranged as per prescribed layout.
- : Merchandise highlighted as per the communications.
- : Properly groomed and greeting the customer with a smile, eye contact.
- : Assisting the customer during his and her entering shopping period.
- : Encouraging the customer for trial and guiding them properly.
- : Informing the customer about ongoing promotions.
- : Aware of store and department targets and maintain pocket diary..
- : Explaining product knowledge and providing shopping bags while attending customers.

EDUCATION

: S.I.C.P.S , Delhi – 10th from CBSE Board.

: N.I.O.S , Delhi – 12th from open Board Location.

: D.U , DELHI – pursuing 2nd year.

SKILLS

- : Sales
- : Communication.
- : Leadership
- : Work ethic
- : Team work
- : Customer service
- : Basic Excel

AWARDS

- : Best Sales Consultant in 2020.
- : Best employee of the month in 2021.
- : Best display award in June 2022.

LANGUAGES

- : Hindi
- : English

: Date –

