Summary

Sales Associate with 4+ years of experience in retail environments. Recognized for ability to communicate with customers and provide exceptional service that ensures customers retention and positive feedback. Proven ability to increase sales through upselling techniques as well as implement additional processes that drive profitability.

Skill Highlights

|  |  |
| --- | --- |
| * Problem solver * Strong decision maker * Hourly shift management | * Active learning * Goal Oriented |

Experience

**Trainee** **Operation** **Supervisor** – 07/2020 – 01/2021

**Zara**, New Delhi

• Maintains a fully stocked sales floor by filling in using the

“25" Method

• Provide better ambience to the customers in store.

• Constantly meets sales goals set by upper management

• Actively involved in the new shipment

• Participate in seasonal inventories

• Recognise loss prevention issue as they pertains to the

store

• Organises all issues related to general service

• Team leader

**Sales** **Associate** - 02/2017 to 07/2020

**ZARA**, New Delhi

• Customer services

• Selling

• Restocking

● Maintaining appearance of store and merchandise

Education

Bachelor of Arts – **History** **&** **Political** **Science**-2020

**Delhi** **University**

Languages

Spanish – C2

Chinese – A1

Certifications

PHP Framework (certificate): **Zend, Codeigniter, Symfony**.

Programming Languages: **JavaScript, HTML5, PHP OOP, CSS, SQL, MySQL**.

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