

PARDEEP SINGH

OBJECTIVE

To Work With An Organisation Where I Can learn New Skills and Increase My Abilities For the Organisational Goals as Well as Myself.

EXPERIENCE

MAX (LANDMARK GROUP) 14-03-2023 - 19-12-2023

CRE (Customer Relationship exe)

- Worked as both sale associate and cashier.
- Operated cash register and proceed customer transactions accurately and efficiently, handling cash, credit and debit transactions.
- Handled closing and opening duties, processed returns, exchanges and refunds in accordance with company policy.
- Provided exceptional customer service by greeting customers, answering inquiries and resolving their issues.
- Implemented new customer service strategies successfully, increasing customer satisfaction by 9% in 6 months.
- multitasked to ensure fast and efficient checkout experience for customers.
- Restocked, arranged and organized merchandise in front lanes to drive product sale.
- Maintained cleanliness and organization of the cashier station, stocked supplies as needed and assisted with inventory management.

D MART

SALE ASSOCIATE

18-05-2022 - 17-12-2022

- Provide post-sales support, including troubleshooting and resolving technical issues.
- Built and Maintained strong relationships with customers and key stakeholders
- Handled Duties included ordering, stocking, display set-up, rotating and removal of damaged outdated products.
- Offered every customer outstanding service, promoting high satisfaction and cementing loyalty.
- Offered customers current product information to enhance brand awareness.
- Maintained clean sales floor and faced merchandise.
- Assisted team members when necessary in handling cash registers, organizing inventory room, labeling products, unloading merchandise, and cleaning up.
- Achieved weekly and monthly sales targets through effective communication and persuasion.

RED TAPE

21-07-2021 - 31-04-2022

HELPER

- Alerted customers to upcoming sales events and promotions.
- Greeted all customers cheerfully and asked open-ended questions to ascertain needs.
- Cultivated customer loyalty and promoted word-of-mouth referrals with quality service.
- Built relationships with new customers and Maintained good business relationships with existing clients.
- Displayed the appropriate signage for products and sale promotion.
- aided in helping the customers understand promotions and product knowledge.

SKILLS

- Always fully focused on work.
- Positive thinking and Single minded Determination.
- Service and support
- Public speaking and team building.
- Excellent communications and Interpersonal Skills.
- Self start with ability to handle multiple priorities.
- Cash register operation.
- Inventory management.
- Time Management.
- Cash Drawer management
- Received an average 80% customer satisfaction rating to date.
- Remained courteous and calm, even during moments of customers dissatisfaction.

My Contact

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STRENGTH

- Honestly Working
- Critical Thinking and Teamworking
- A Dedicated and Hard Working
- Open Minded and Confident
- Quick Learner and Motivated
- Good time management



ABILITIES

- Ability to express ideas clearly and precisely
- Ability to be a regular performer
- Ability and Dedicated to work hard
- Willing to learn facilitator hard worker
- Able and willing accept of responsibility
- Ability to produce best results in pressure situation
- Ability to use Positive Language
- Reliable, Creative, Inventive and Diligent
- Collaborative, Cooperative and contributive Expert, Proficient, Skilled, Energetic, Proactive, and Vibrant

EDUCATION

- 10th (PSEB) 2019
479/650 (73%)
- 12th (PSEB) 2021
412/500 (82%)

Achievements

- Got star of the month on first month of my work.
- Trained new sales representatives.
- Also impressed my previous store Manager
- Maintained 99% accurate product knowledge in a high-volume retail store.
- Completed Service Fulfillment executive online course Offered by NSDS through Skill India Digital. 
- Completed Retail Trainee Associate online course Offered by NSDS through Skill India Digital. (Government Site) 
- Completed Retail Sales Specialist Cum Cashier Offline course on Skill India Digital.
- Participated in Distributor salesman course on Skill India Digital.

ADDITIONAL QUALITIES

- Patience and Self Control
- Attention to Detail and Adaptability
- Taking Responsibilities and willingness to learn
- Quick Learner And Well Behaved Person
- Sense of Humor and Methodical approach
- Analytical Thinker and Solution-Oriented
- Well Behaved And Quick Learner.
- Empathize with Customers and Give clear Resolution

PERSONAL DETAILS

Date Of Birth - 01-03-2004
Nationality - Indian
Gender - Male
Marital Status - Unmarried
Language - HINDI, ENGLISH
Visa Status - Visit visa