



Eritam Jahnavi,
Dubai,
Phone No: 971-503192353,
Email ID: reddyjahnavi235@gmail.com.

Objective:

Dedicated and customer-oriented sales assistant with 6 years of experience in retail sales and cashier operations. Proven ability to enhance customer satisfaction and drive sales through effective communication and service. Seeking to leverage skills in a dynamic retail environment.

Experience Summary

- Sales Assistant at More Retail (More Supermarket), From 2019 to 2024, India.
- Cashier at DMart, From 2014 to 2019, India.

Skills:

- **Customer Service Skills:** Deliver exceptional service to enhance customer shopping experiences.
- **Cash Handling Skills:** Accurately process transactions and manage cash registers.
- **Sales Skills:** Effectively upsell products to increase store revenue.
- **Product Knowledge:** Maintain knowledge of store products and current promotions.
- **Problem-solving skills:** Resolve customer complaints and transaction issues professionally.
- **Attention to Detail:** Ensure accuracy in cash handling and inventory management.
- **Teamwork and Collaboration:** Collaborate effectively with team members in a fast-paced environment.
- **Time Management Skills:** Prioritize tasks efficiently during peak shopping hours.
- **Technical Skills:** Operate point-of-sale (POS) systems and retail management software competently.

Roles and Responsibilities

Sales Assistant at More Retail (More Supermarkets), Warangal, India from 2019 to 2024.

- Provided exceptional customer service by greeting and assisting shoppers with product inquiries and selections, enhancing their overall shopping experience.
- Effectively promoted and upsold products, contributing to increased sales and customer satisfaction.
- Assisted with inventory management, including restocking shelves and organizing product displays for optimal presentation.
- Maintained up-to-date knowledge of new products, promotions, and store policies to deliver accurate assistance to customers.
- Collaborated with team members to meet sales targets and enhance overall store performance.
- Collected and relayed customer feedback to management to support service improvement initiatives.

Cashier at DMart, Warangal, India from 2014 – 2019

- Processed customer transactions accurately and efficiently at the cash register, ensuring a seamless checkout experience.
- Managed cash, credit, and debit transactions with a focus on accuracy and security.
- Delivered friendly and responsive customer service, addressing inquiries and resolving issues promptly.
- Issued receipts and managed returns or exchanges in accordance with store policies.
- Balanced cash drawers at the beginning and end of each shift to ensure financial accuracy.
- Kept informed about current promotions and discounts to effectively communicate with customers.

- Monitored for potential theft or suspicious activities to safeguard store assets.

Education

Board of Intermediate Education (CEC), India, 2006 – 2008

Secondary School Certificate (SSC), India, 2006

Languages

English (Fluent)

Hindi (Fluent)

I acknowledge the above information is true to the best of my knowledge and belief.

(E. Jahnavi.)