



KAJAL CHATURVEDI

BRAND AMBASSADOR

📍 Noida, Uttar Pradesh 201301, Noida, 201301, India

📞 +919667274621

✉️ kajalchaturvedi2727@gmail.com

ABOUT ME

Dynamic individual skilled at providing engaging and informative product demonstrations to customers. Adept at increasing product visibility and sales, with success in building relationships with customers by providing valuable product knowledge and excellent customer service.

SKILLS

ADAPTABILITY

QUICK LEARNER

POSITIVE ATTITUDE

CUSTOMER SERVICE

DECISION-MAKING

ACTIVE LISTENING

PRODUCT KNOWLEDGE

BUILDING RAPPORT

PROBLEM-SOLVING

GOAL-ORIENTED

TIME MANAGEMENT

LANGUAGES

ENGLISH

WORK EXPERIENCE

DELHI DUTY FREE

PVT. LTD.

Delhi

Dec 2023 - Present

● Brand Ambassador

To assist the passenger and guide them with the right product knowledge and provide the customer service. Interacted with customers to gather feedback and promote brand awareness. Provided excellent customer service during in-store promotions, resolving any issues or complaints quickly and professionally. Delivered exceptional customer service to provide positive experience throughout sales process. Promoted new products and services to potential customers through direct conversations and demonstrations. Shared feedback and ideas with management to improve sales processes. Built rapport with new and existing customers to gain customer loyalty. Answered product questions and mitigated concerns to close sales. Suggested specific product purchases to meet customer needs.

DELHI DUTY FREE

PVT. LTD.

Delhi

Dec 2022 - Dec 2023

● Sales Associate

Greeted customers warmly and offered assistance. Assisted customers with product selection to ensure customer satisfaction. Operated cash register and POS to handle purchases, refunds, and exchanges for customers. Handled customer complaints and inquiries in a courteous and efficient manner. Encouraged customers to make additional purchases and suggested relevant items. Introduced promotions and sale opportunities, enticing customers. Utilized active listening techniques to identify customer needs and provided appropriate solutions. Opened and closed cash registers, balanced cash drawers, and made deposits. Assisted with training and mentoring new team members. Assisted with training new employees on sales procedures.

EDUCATION

DELHI UNIVERSITY

Delhi

2022

● Bachelor of Commerce

Commerce

C.B.S.E

Delhi

2019

● Intermediate

C.B.S.E BOARD

Delhi

2017

● High School

PERSONAL DETAILS

Date of birth
24 Mar 2002

Nationality
Indian