






PANKAJ KUMAR

5+ years of experience as a Retail Sales Associate in a fast-paced environment with experience to handle customers, customer calls, and monitor large sums of money with minimum supervision. Seeking a position in a positive and stable environment that will provide interaction with customers and allow career development opportunities within the company.

CONTACT

-  Dubai, United Arab Emirates
-  +971581895577
-  Pankajdhiman2191@gmail.com

CORE QUALIFICATIONS

- Inventory control
- Retail Management
- Customer Service
- MS Office proficient
- Receptionist
- Cash Handling
- Inventory Control
- Sales
- Merchandising
- Customer experience
- Store opening and closing procedures.
- Team Player

INTERESTS

Travelling
Cooking
Interacting with new people

EXPERIENCE

Retail Sales Associate

Reliance Retail Ltd. – Kangra, Himachal Pradesh, India (Sep 2020 – July 2023)

- **Customer Service:**
Provide exceptional customer assistance and resolve inquiries.
- **Sales:**
Achieve or exceed sales targets and promote products effectively.
- **Product Knowledge:**
Possess in-depth knowledge of offered products.
- **Inventory Management:**
Monitor and restock inventory as needed.
- **Cash Handling:**
Operate POS systems and handle transactions accurately.
- **Visual Merchandising:**
Create attractive product displays.
- **Loss Prevention:**
Help maintain store security and minimize theft.
- **Returns and Exchanges:**
Process returns and exchanges per store policies.
- **Cross-Selling:**
Recommend additional products to boost sales.
- **Team Collaboration:**
Work with colleagues to achieve store goals.
- **Opening/Closing:**
Perform store setup and closing tasks.
- **Cleaning/Maintenance:**
Keep store and work areas tidy.
- **Compliance:**
Follow company policies and safety guidelines.
- **Customer Feedback:**
Gather and convey customer input.
- **Training:**
Participate in ongoing product and sales training.

Customer Service Representative

Lacoste – New Delhi, India (Nov 2017 – Mar 2020)

- Moved to retail industry and worked with Lacoste at IGI Airport

ADDITIONAL
INFORMATION

Father's Name Sh.
Kuldeep Singh
Date of Birth 21
November 1991
Nationality Indian
Gender Male
Religion Hindu
Language Known English,
Hindi
Passport No T1225099
Passport Issue year 2019
Passport Expiry year
2029
Visa Status Visit Visa

ACCOMPLISHMENTS

- Received "Employee of
the month" Nov 2019 &
Dec 2022

LANGUAGES

English: C2
Proficient
Hindi: C2
Proficient

REFERENCES

Available on request.

Passenger Service Representative
Aeroflot – Russian Airline – IGI New Delhi, India (June 2014 – Nov
2017)
▪ Started my career as a Customer Relationship Officer.

EDUCATION

2014
Diploma in Aviation
Airborne Academy- Delhi, India
2013
**Associate degree, Practical Nursing (Vocational Nursing
& Nursing Assistants)**
Bharat Sevak Samaj - Delhi, India
2009
Senior Secondary (Plus Two) Examination
Himachal Pradesh Board of School Education -
Dharamshala, India
2007
Matriculation Examination
Himachal Pradesh Board of School Education -
Dharamshala, India