

PRATIKSHA SILWAL

SALES ASSOCIATE, MERCHANDISER



☎ 0504945271

✉ silwalpratiksha20@gmail.com

📍 Al rigga , Dubai

SKILL

- **Communication skills**

Active listening, speaking clearly and concisely, and observing body language and other nonverbal cues.

- **Analytical skills**

Collect and analyze information and problem-solve to make decisions

- **Strategic planning**

Setting goals and identifying actions that a company can take to achieve those goals.

- **Negotiation skills**

Come to an agreement between two or more people. It involve give and take, where one or both parties will usually need to make some concessions.

- **Problem solving**

A solution oriented mindset and creative approach to problem solving to helping customers .

- **Teamwork**

Working collaboratively helps to achieve a specific sales goal.

- **Leadership skills**

Mentoring, team-building, delegating, trustworthiness

EDUCATION

- **Amrit Science Campus ,Nepal**

Bachelor of science in microbiology

Nov 2018 - April 2023

WORK EXPERIENCE

- **Bhatbhateni department store ,Kathmandu**

Merchandiser

2021 - 2023

Key responsibilities:

- **Clients Relationship:** Build and maintain strong relationships with clients , keeping them

- **Customer Service:** Provide personalized advice and help customers find the perfect pieces or products.

- **Sales & Communication:** Use the store's mobile to communicate with clients via WhatsApp, answering queries, booking items selling products. You'll also be responsible for driving sales by engaging with customer and meeting target.

- **Store Operations:** Ensure the store is always in pristine condition from managing the music for the ideal shopping atmosphere to keeping display attractive and organized.

- **Punctuality and Responsibility:** Being on the time and reliable is essential to comply with the company regulations and to provide the best experience for the clients.

- **Merchandising:** Assist in implementing and maintaining visual standards .

- **Transactions:** Handle payments and process sales efficiently and accurately at checkout .

- **Team collaboration:** Work closely with teammates to ensure smooth operations and achieve store goals .

- **Big Mart supermarket ,Nepal**

Sales associate

2018 - 2020

Key responsibilities:

- Welcoming customers with a friendly demeanor, offering product information, and assisting them in finding items.

- Understanding and promoting current sales, promotions, and loyalty

- **Active listening**

Going beyond simply hearing the words that another person speaks.

- **Multitasking**

Performing several tasks at once .

- **Computer skills**

Excel , Microsoft

programs to enhance the customer experience and drive sales.

- Maintaining a clean, organized, and visually appealing sales floor, including restocking shelves, arranging displays, and ensuring product areas meet merchandising standards.

- Answering customer inquiries regarding products, store policies, and services, providing knowledgeable and helpful responses to enhance satisfaction.

- Operating the point-of-sale (POS) system, processing payments, handling returns, and managing customer transactions efficiently and accurately.

- Assisting in inventory management tasks, including receiving shipments, conducting stock counts, and reporting low stock or product discrepancies to management.

- Supporting loss prevention efforts by monitoring the sales floor, reporting suspicious activity, and following security policies.

- Collaborating with fellow team members to achieve sales targets, meet store goals, and contribute to a positive team environment.

- Reporting to the Store Manager or Assistant Manager, ensuring that daily tasks align with store goals and standards.