

# KISAN CHHILING RAI

Retail Enthusiast

Passionate professional with a focus on customer service, sales, and administrative excellence. Excited to bring positive energy through effective communication, teamwork, and organizational skills. Proven track record in creating memorable customer experiences, accurate cash handling, and boosting administrative efficiency. Eager to contribute enthusiasm and make an impact in a dynamic, high-energy environment.

## ACADEMIC PROFILE

### UNIVERSITY OF WOLVERHAMPTON

Bachelor's Degree in Computer Science

2018 - 2021

### LAMBTON COLLEGE

Post-Graduation in Software Development

2023 - Ongoing

### SKILLS

- Positive attitude and strong communication.
- Sales associate skills.
- Great listener and friendly behavior.
- Proficient in independent work.
- Capable to work in high pressure situations.
- Store Management skills.
- Great leadership in team collaborations.
- Profound knowledge in Microsoft office.
- Knowledge in POS computer software.
- Data entry and multitasking.
- Quick learners, adept at new learning styles.
- Customer services.
- Profound retailer industry experiences.

### CANADIAN CERTIFICATIONS

- Accessibility for Ontarians with Disabilities Act (AODA).
- Workplace Hazardous Materials Information System (WHIMS).
- Worker Health and Safety Awareness.
- Workplace Violence Training.
- Sexual Assault and Sexual Violence.

## WORK EXPERIENCE

### SALES ASSOCIATE

#### Bhatbhateni Supermarket | 2017-2018

- Achieved a 15% increase in customer satisfaction scores by providing personalized assistance.
- Exceeded sales targets through effective upselling and cross-selling.
- Maintained an organized and visually appealing sales floor.
- Collaborated on a customer loyalty program, contributing to a 25% boost in repeat business.

### CASHIER

#### Big mart Departmental Store| 2019-2021

- Processed over 500 transactions weekly with a 99.9% accuracy rate in cash handling.
- Implemented a customer feedback system, reducing transaction-related issues by 20%.
- Trained new cashiers, resulting in an improvement in onboarding efficiency.
- Maintained 100% accuracy in identifying and resolving discrepancies in cash drawers.

### ADMINISTRATIVE SUPPORT

#### KTM CTY Clothing Store| 2021-2022

- Supported day-to-day office operations and maintained records.
- Drafted and edited correspondence, achieving a 15% increase in error-free communications.
- Utilized office software for data entry and document preparation.
- Managed multiple tasks simultaneously and met deadlines.
- Assisted in inventory management and order processing.

### Time Availability

Weekends : Flexible all-day  
Wednesday : Available afternoon

Monday : Available afternoon  
Thursday : Available afternoon

Tuesday : Morning to Evening  
Friday : Available after 2:30pm