Agam Singh Saini

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Introduction — International student with retail experience, seeking part-time work. I'm a reliable team player ready to contribute and grow in a fast-paced environment.

Skills

Customer Service	Product assistance, complaint resolution, upselling	**Communication**	Multilingual support, active listening, clear verbal interaction
Teamwork	Cross-functional collaboration, shift coordination, peer support	**Adaptability**	Fast-paced environments, flexible shifts, seasonal promotions
Retail Operations	Stocking, inventory checks, visual merchandising, store upkeep	**Tech Familiarity**	Digital kiosks, handheld scanners, basic troubleshooting

Experience

Reliance Digital   **May 2022 – Aug 2022**
Team Member   *Patiala, Punjab, India*

Retail Customer Service
– Assisted customers with product selection, technical queries, and post-sale support.
– Handled POS systems and digital kiosks for billing and transactions.
– Resolved complaints with empathy and ensured customer satisfaction.

Operations Teamwork
– Managed inventory, restocking, and visual merchandising for electronics.
– Coordinated with peers to meet daily sales targets and maintain store presentation.
– Supported promotional campaigns and adapted to high-footfall periods.

Tech Familiarity
– Operated handheld scanners and assisted with basic troubleshooting of devices.
– Provided multilingual support and clear communication to diverse customers.

Decathlon Sports India   **Dec 2021 – Apr 2022**
Team Member   *Patiala, Punjab, India*

Customer Engagement
– Delivered personalized product recommendations based on sports interests.
– Ensured smooth checkout experience using POS and digital tools.
– Provided multilingual support and built rapport with diverse customers.

Retail Operations
– Handled stock replenishment, layout optimization, and seasonal displays.
– Maintained store cleanliness and assisted in inventory audits.
– Adapted quickly to promotional events and flexible shift schedules.

Team Collaboration
– Worked across departments to ensure seamless customer experience.
– Participated in team briefings and contributed to daily operational goals.

Education

University of Technology Sydney
Master of Data Science and Innovation 2025-Present   *Sydney, Australia*

Thapar Institute of Engineering and Technology
Bachelor of Engineering in Mechatronics Engineering 2020-2025   *Patiala, India*
CGPA: 8.77

Extra curricular

UTS BUILD Program   **Feb 2025 – Present**
– Completed the Beyond UTS International Leadership Development (BUILD) program.
– Focused on global citizenship, intercultural competency, and social impact.
– Participated in workshops, speaker sessions, and experiences aligned with UN SDGs.

SOUL Program Volunteer   **Feb 2025 – Present**

– Contributed to community engagement and social justice initiatives at UTS.
– Supported events promoting equity, inclusion, and student wellbeing.
– Collaborated with diverse teams to foster campus-wide impact.

UTS Outdoor Adventure Club   **Feb 2025 – Present**

– Participated in kayaking trips, expeditions, and nature-based challenges.
– Developed resilience, adaptability, and collaborative planning skills.
– Applied leadership and calm decision-making in dynamic outdoor settings.

UTS Hiking Club   **Feb 2025 – Present**

– Explored trails across NSW, building endurance and environmental awareness.
– Fostered cultural appreciation and community through shared hiking experiences.
– Practiced persistence, preparation, and reflection in group settings.

UTS Dinner Society   **Feb 2025 – Present**

– Engaged in themed dinners and cultural nights celebrating diversity.
– Promoted inclusivity and cross-cultural friendships through shared meals.
– Supported collaborative events that build community and connection.

NCC – National Cadet Corps (Airwing)   **Apr 2021 – Jun 2024**

– Completed structured training in discipline, leadership, and communication.
– Participated in drills and exercises fostering teamwork and resilience.

NSS – National Service Scheme   **Apr 2021 – Jun 2024**

– Led community service initiatives and awareness campaigns.
– Organized camps and student engagement programs for social impact.

Thapar Adventure Club   **Jan 2020 – Jun 2024**

– Managed treks, trips, and campus-wide adventure events.
– Specialized in event planning, documentation, and crowd coordination.