

KEERTHIVASAN KALAIVANAN

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London, ON, Canada

Preferred Name: KEERTHI

I am a motivated individual passionate about delivering exceptional customer service and contributing to a team in a dynamic, purpose-driven company like Value Village. I look forward to applying my skills and learning opportunities to support the organization's mission of sustainability and community impact.

WORK EXPERIENCES

Sales Associate-Computing Solutions (2023-2024) Best Buy - 936

- Facilitates and helped customers' product inquiries and complaints.
- Demonstrate product specifications and features.
- Troubleshoot system issues that occurred while executing customer requests.
- Provide knowledgeable purchase recommendations based on customer preference and needs.
- Merchandising products with the use of barcode scanners.
- Received positive reviews and feedback from customers and ensured customer satisfaction
- Greeted customers with a warm welcome, making sure they felt at ease and ready to explore the store with confidence.
- Handled cash, credit, and debit card transactions with precision, ensuring a smooth and secure checkout process for customers.

Team Member (January 2024 - May 2024) Burrito Guyz, London.

- Prepped ingredients and ensured timely deliveries.
- Managed customer payments and independently ran the store during peak times.
- Demonstrated exceptional multitasking and prioritization skills.
- Showcased versatility and responsibility in managing all business facets.
- Enhanced customer satisfaction through personalized service and efficient order handling.
- Implemented organizational improvements, resulting in faster service times.
- Maintained high standards of cleanliness and food safety in the kitchen and service areas.

SKILLS & QUALIFICATIONS

- Excellent communication and interpersonal skills to engage with diverse customers.
- Capable of handling physically demanding tasks such as restocking shelves and managing inventory.
- Quick to adjust to changing demands and effectively manage tasks requiring physical agility.
- Comfortable standing for long periods and performing repetitive motions in a fast-paced retail environment.
- Experienced in lifting and carrying heavy items (up to 50 lbs) safely and efficiently.
- Maintains focus and energy during peak hours and demanding shifts.
- Strong multitasking and time-management abilities in fast-paced environments.
- Proficient in point-of-sale (POS) systems and inventory management tools
- Knowledgeable in retail merchandising and creating an engaging shopping environment.
- Skilled at prioritizing tasks effectively to meet deadlines and maintain workflow efficiency.
- Experienced in organizing and presenting products to enhance customer interest and drive sales.
- Capable of handling physically demanding tasks such as restocking shelves and managing inventory.

EDUCATION

- **Visual Effects and Editing for Contemporary Media (2024-2025)**- Fanshawe College, London, ON
- **Game Development - Advance Programming (2023-2024)**- Fanshawe College, London, ON
- **MCA (2020-2022)**-College OF Engineering Guindy, Anna University, Chennai, India
- **B. Com (2017-2020)**- Ramakrishna Mission Vivekananda College, Chennai, India
- **HSC (2017)**- Dominic Savio, Matriculation Hr Sec School, Chennai, India