

Kazi Badrul Arif

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SUMMARY

Hardworking Sales Person committed to driving high sales in both slow and busy shifts. Organized and patient individual polished in handling customer complaints and replenishing stock. Flexible and outgoing team player commended for demonstrating honesty and integrity with customers, team members and supervisors.

SKILLS

- Customer Service
- Communications
- Sales Skills
- Product Knowledge
- Cash Handling
- Problem Solving
- Multitasking
- Skills
- Network development
- Sales Targets
- Customer assistance
- Cash register operation
- Used Microsoft Excel and other software
- Staff Management

EXPERIENCE

Sales Manager, Santa's GiftShop (2 months Contract), November 2023-December 2023
Calgary, AB

- Answered customer inquiries and provided accurate information regarding products and services.
- Greeted customers and answered any questions they had about the store's products and services.
- Operated cash register efficiently and accurately, processed payments by cash, check, credit card, gift card or automatic debit.
- Restocked shelves as needed to ensure sufficient inventory levels.
- Conducted inventories on a regular basis to track stock levels.
- Handled customer complaints in a professional manner.
- Upsold additional items based on customer interests and needs.
- Maintained cleanliness of store environment including floors, windows, displays.

Sales Associate, GrameenPhone, January 2022-September 2022

- Greeted customers and provided exceptional customer service.
- Assisted customers with product selection, sizing and styling.
- Provided accurate information about products, prices and services.
- Built relationships with customers to encourage repeat business.

- Organized stockroom shelves according to size, color or style.

Cashier, Aarong, July 2021-January 2022

- Greeted customers and answered any questions they had about the store's products and services.
- Operated cash register efficiently and accurately, processed payments by cash, check, credit card, gift card or automatic debit.
- Counted money in cash drawer at the beginning of shift to ensure that amounts were correct and have sufficient change.
- Issued receipts, refunds, credits or change due to customers.
- Stocked shelves with merchandise when needed.
- Answered customer inquiries regarding store policies and procedures.
- Processed returns and exchanges of merchandise in accordance with store policies.

EDUCATION AND TRAINING

Bachelor of Science

Computer Science, University of Calgary, Calgary, AB Expected in January 2026

High School Diploma

Milestone School and College, January 2021

AVAILABILITY

- Tuesday: 10 AM - Closing Time
- Thursday: Opening - Closing Time
- Friday: Opening - Closing Time
- Saturday: Opening - Closing Time
- Sunday: Opening - Closing Time

ADDITIONAL INFORMATION

- Entrance Scholarship at University of Calgary, Group Leader at AC Robotics, Volunteered at RoboGirls, Full-Funded Scholarship at High-School, Employee of the Season at Santa's GiftShop