


Malav Joshi

Kitchener, N2R 0B2 

(647)-612-2424 

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A dedicated and customer-focused individual seeking a position in a reputable retail store. Offering strong interpersonal skills, product knowledge, and a commitment to delivering exceptional customer service.

Experience

MAR 2023 - AUG 2023

Sales Associate/H&M Retail Store, Waterloo, Ontario

Greet and assist customers in finding products, offering recommendations, and answering inquiries. Operate cash registers and handle cash transactions accurately. Maintain a clean and organized sales floor. Collaborate with team members to achieve sales goals.

SEP 2022 - FEB 2023

Customer Service Representative/Aritzia, Kitchener, Ontario

Resolved customer complaints and issues in a timely and professional manner. Processed returns, exchanges, and refunds following company policies. Assisted with inventory management and restocking of merchandise. Participated in training sessions to stay updated on product knowledge and company policies.

Skills

Customer Service • Point-of-Sale Systems • Cash Handling • Product Knowledge • Teamwork • Communication • Inventory Management • Problem-Solving • Time Management

Education

JUNE 2022

Bachelors in science /Gujarat College, Ahmedabad

SEPTEMBER 2023

Conestoga College / Graduate Certificate, Project Management

Activities

Literature • Environmental conservation • Art • Yoga • Skiing • Travel