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Nicholas Ganeshram

SKILLS

- Tech Savvy, having product knowledge in a wide range of products
 - Being able to work in team-based groups. - Being able to communicate with customers, Greet every customer asking if they need help, explaining certain features, troubleshooting, answering questions, listening to any complaints. - Building baskets, or attaching accessories with products - Organizing and stocking displays, shelves. - Loss Prevention - Achieve sale quotas

EXPERIENCE

MicroCenter Flushing, NY

Feb 2020 - N

- Responsible for IT Support and Diagnosing computer issues.

Best Buy Rego Park, NY — Sales Consultant

July 2017 - November
2019

- Responsible for driving sales, warranties and credit card applications to hit a certain daily goal.

- #1 priority was to make sure I had great customer interaction, by finding out the customer's needs, wants and finding the right product. As well as greeting every customer asking if they needed help.
- Maintaining the department throughout the day making sure products were stocked and organized.
- Leading the department in what was expected, while using team effort to solve problems and creating plans for holiday seasons.
- Having knowledge with a wide range of products.

Apple Store Elmhurst, NY — *Specialist*

November 2019 - January 2019

- Responsible for a series of supporting roles.
 - Greeting customers, into the store, making appointments for any technical repairs.
 - Sales- Being able to curate and find the customer's needs and wants and being able to recommend the right product for the needs. As well as being able to attach services, such as Protection plans, music streaming, cloud storage, etc. As well as activating phone lines and being able to trade in their existing devices.
 - Setup - Helping customers, through setting up their devices and transferring data from their old devices. Assisting them in how to navigate their devices, helping customers with any questions or concerns.
 - Being able to work in team-based groups, where we coordinate certain methods to be able to achieve the best customer service.
 - Downstocking and Visuals- Being able to make sure all products are fully functional and are clean for customers to be able to use. Downstocking products according to Planogram.
 - Being open to feedback, using NPS (Net Promoter Score) to be able to learn from customer feedback to make sure customers leave the store content, with their overall experience. As well as being open to listening from Managers, Supervisors or other employees what I could've done better in a situation, and use that to make the customer's overall experience better.

Work-Study, Thomas A. Edison High School — *Architect*

September 2016 - June
2017

- Leader for designing and creating blueprints for a classroom using computer software AutoCAD and Revit.

- Worked in teams to be able to solve problems and find out the needs and wants of the client.

EDUCATION

**-Thomas A. Edison Career and Technical High School, Jamaica
NY**— *High School Diploma Graduated with 3.8 GPA*

June 2017

**-Currently attending Queens
College,**

*Bachelor's Degree in Computer Science Graduating in
2020*