

# NIKHIL SARKER

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With more than five years of experience in retail operations, sales, team management, and customer service, this expert is highly driven and customer-focused. Demonstrated capacity to manage teams, overcome obstacles, and provide outstanding customer service in hectic settings. Technically proficient with further education in project management and IT systems. Want to become a future leader and participate in a disciplined, growth-oriented management training program.

## SKILLS

### Language: English, Bengali, and Hindi

#### Customer Service Excellence:

- Provide outstanding service by understanding customer needs and delivering tailored solutions
- Handle inquiries, complaints, and conflict resolution with professionalism
- Build long-term customer relationships through a customer-first approach

#### Sales & Marketing:

- Promote products and services to drive revenue growth
- Recommend items based on customer needs and preferences
- Experience with upselling and reaching store-level sales targets

#### Leadership & Team Management:

- Lead and motivate team members in fast-paced retail and warehouse settings
- Train and onboard new staff effectively
- Promote a culture of accountability, friendly competition, and continuous improvement

#### Business & Operations knowledge:

- Maintain store appearance, stock levels, and compliance with company policies
- Manage cash handling, register balancing, and inventory controls
- Contribute to process improvements and daily branch operations

#### Interpersonal and Communication Skills:

- Strong verbal and written communication skills in English and Bengali
- Collaborate effectively with team members, customers, and supervisors
- Experienced in managing diverse customer needs and resolving escalated issues

#### Problem-Solving:

- Examine problems and immediately put efficient remedies in place
- Show initiative to promote branch success and corporate objectives

#### Organization and Time Management:

- Manage tasks efficiently during high-traffic periods
- Meet daily operational and sales deadlines
- Balance multitasking with attention to detail

#### Mobility & Driving:

- Valid Alberta Class 5 Driver's License
- Reliable and responsible in meeting community and field-based tasks

## Education & Certifications

<b>Bachelor of Science, Textile Engineering</b> University of South Asia   Dhaka, Bangladesh	<b>September 2007 – August 2011</b>
<b>Postgraduate Certificate, Web Developer</b> Humber Institute of Technology and Advanced Learning   Etobicoke, Ontario	<b>September 2022 – August 2023</b>
<b>Google IT Support Professional Certificate</b>	<b>May 2024 – August 2024</b>
<b>Career Essentials in Generative AI</b>	<b>May 2024 – August 2024</b>
<b>Junior IT Analyst Program</b> NPower Canada   Calgary, Alberta	<b>May 2024 – August 2024</b>

## Work Experience

<b>Assistant Team Leader</b>	<b>February 2024 – Present</b>
<b>Store Associate</b> Dollarama   Calgary, Alberta	<b>January 2024 – February 2024</b>
<ul style="list-style-type: none"><li>● Guide a team of 15+ associates in daily operations, ensuring optimal store performance and up to 30% growth in sales with effective team management</li><li>● Anticipate customer needs and provide appropriate, tailored solutions; resolve 50+ customer issues and inquiries daily, achieving a 90% customer satisfaction rate and a 15% increase in customer retention</li><li>● Train new hires on store policies, customer service standards, customer experience, and rational procedures, contributing to a 20% reduction in onboarding time and seamless team integration</li><li>● Received a promotion from management after 1 month due to dedication to refining service delivery and facilitating continuous operational improvements</li><li>● Maintain and troubleshoot POS and self-checkout systems, ensuring uptime and reliable transactions</li></ul>	
<b>Store Associate</b> Winners   Toronto, Ontario	<b>September 2022 – August 2023</b>
<ul style="list-style-type: none"><li>● Assisted 50+ customers daily, providing product recommendations and improving customer satisfaction</li><li>● Helped resolve 90% of customer complaints on the spot, improving brand reputation</li><li>● Assisted in organizing promotions, increasing foot traffic by 25%</li><li>● Conducted product knowledge sessions, improving team performance by 15%</li><li>● Recovered and organized 200+ products daily to maintain a visually appealing store</li></ul>	
<b>Machine Operator</b> The Great Canadian Sox Co.   Toronto, Ontario	<b>February 2018 – August 2022</b>
<ul style="list-style-type: none"><li>● Operated 35+ industrial machines to achieve daily production targets, ensuring consistent quality control and meeting production deadlines</li><li>● Integrated troubleshooting techniques that reduce machine downtime by 20% and improve overall system reliability by 20%</li><li>● Maintained 100% accurate records of production metrics; delivered meaningful insights that facilitated real-time decision-making and operational adjustments</li><li>● Kept accurate records of daily production to support better planning and decisions</li><li>● Trained new operators on safety rules and machine use, making onboarding faster and smoother</li></ul>	