

NIKHIL SARKER

(437) 777-9055 || nsarkercanada@gmail.com

Calgary, AB || [linkedin.com/in/nikhilsarker](https://www.linkedin.com/in/nikhilsarker)

Portfolio: <https://nikhilsarker.github.io/portfolio2025/>

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

Bachelor of Science, Textile Engineering

University of South Asia | Dhaka, Bangladesh

September 2007 – August 2011

Postgraduate Certificate, Web Developer

Humber Institute of Technology and Advanced Learning | Etobicoke, Ontario

September 2022 – August 2023

Google IT Support Professional Certificate

May 2024 – August 2024

Career Essentials in Generative AI

May 2024 – August 2024

Junior IT Analyst Program

May 2024 – August 2024

NPower Canada | Calgary, Alberta

Work Experience

Assistant Team Leader

February 2024 – Present

Store Associate

January 2024 – February 2024

Dollarama | Calgary, Alberta

- Guide a team of 15+ associates in daily operations, ensuring optimal store performance and up to 30% growth in sales with effective team management
- 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
- 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
- Received a promotion from management after 1 month due to dedication to refining service delivery and facilitating continuous operational improvements
- Maintain and troubleshoot POS and self-checkout systems, ensuring uptime and reliable transactions

Store Associate

September 2022 – August 2023

Winners | Toronto, Ontario

- Assisted 50+ customers daily, providing product recommendations and improving customer satisfaction
- Helped resolve 90% of customer complaints on the spot, improving brand reputation
- Assisted in organizing promotions, increasing foot traffic by 25%
- Conducted product knowledge sessions, improving team performance by 15%
- Recovered and organized 200+ products daily to maintain a visually appealing store

Machine Operator

February 2018 – August 2022

The Great Canadian Sox Co. | Toronto, Ontario

- Operated 35+ industrial machines to achieve daily production targets, ensuring consistent quality control and meeting production deadlines
- Integrated troubleshooting techniques that reduce machine downtime by 20% and improve overall system reliability by 20%
- Maintained 100% accurate records of production metrics; delivered meaningful insights that facilitated real-time decision-making and operational adjustments
- Kept accurate records of daily production to support better planning and decisions
- Trained new operators on safety rules and machine use, making onboarding faster and smoother

