



MONISHA JOY

RETAIL SALESPERSON

OBJECTIVE

Results-driven Retail Sales Associate with **3 years** of experience in customer service, sales, and merchandising. Skilled in assisting customers, handling transactions, and achieving sales targets. Strong communication, product knowledge, and teamwork abilities to enhance the shopping experience and drive revenue growth.

WORK EXPERIENCE

* ONLY RETAIL.PVT (FASHION CONSULTANT) LULU MALL - Thiruvanthapuram (2023 to2024)

*SHOPPERS STOP [customer care associate CASHIER] LULU MALL – Thiruvanthapuram (2021 to2023)

Soft Skills:

***Sales & Upselling** Ability to recommend products and maximize sales.

***Merchandising** Organizing and displaying products to attract customers.

*** POS System Operation** Handling cash, card transactions, and refunds.

*** Inventory Management** Stocking, tracking, and replenishing products.

***Product Knowledge** Understanding features and benefits to assist customers.

***Billing & Invoicing** Processing sales accurately and efficiently.

*** Customer Relationship Management (CRM)** Maintaining customer loyalty.

Declaration:

I hereby declare that the information provided above is true and correct to the best of my knowledge and belief. I take full responsibility for the accuracy of the details mentioned.

MONISHA JOY

CONTACT INFORMATION

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Date of Birth 25/08/1998

Nationality:Indian

EDUCATION

*Completed SSLC kerala Board of public Examination

*Plus two commerce kerala Board of public Examination

* B.com in Calicut university

*Accounting Executive Training @DDU-GKY

LANGUAGES

*English

*Tamil

*Malayalam Native