

NEHA RAO

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OBJECTIVE

Enthusiastic professional with a strong background in retail, public relations, and event planning, seeking a part-time position. Adept at enhancing customer experiences and optimizing store operations to drive sales and satisfaction.

KEY SKILLS

Customer Service: Expertise in resolving customer inquiries with empathy and efficiency.

Multitasking: Proficient in managing multiple tasks in fast-paced environments.

Communication: Strong verbal and written communication skills.

Problem Solving: Effective in identifying and resolving issues quickly.

Sales Techniques: Skilled in advanced sales strategies to exceed targets.

Operational Efficiency: Experience in optimizing store layouts and merchandising.

PROFESSIONAL EXPERIENCE

Copy Centre Sales Associate

Staples, Kingston, ON | Aug 2024- Present

- Assisted customers in selecting and customizing print products, providing product information and ensuring high levels of customer satisfaction.
- Processed and fulfilled copy, print, and scanning requests while adhering to Staples policies and maintaining strict quality standards.
- Ensured compliance with company policies and local regulations, creating a safe and efficient work environment.
- Demonstrated multitasking skills by managing multiple projects and deadlines simultaneously in a fast-paced retail setting.

Software Development Intern

Thought Mingle, Kingston, ON | March 2024 – Aug 2024

- Developed and maintained front-end web applications using HTML and CSS, ensuring responsive and user-friendly design across multiple devices.
- Collaborated with cross-functional teams to understand project requirements, contributing to the overall design and functionality of web pages.
- Optimized webpage layouts to enhance load times, resulting in a smoother user experience and improved site performance.
- Implemented best practices in web development, including semantic HTML and CSS structuring, enhancing code readability and maintainability.

Remote Sales Representative

Nordia, Toronto, ON | Aug 2023 – July 2024

- Managed inbound calls with empathy, ensuring high customer satisfaction and trust.
- Analyzed customer needs and provided tailored solutions services.
- Consistently exceeded sales targets by identifying and capitalizing on sales opportunities.
- Enhanced customer retention through customized solutions and excellent service.

Liaison Manager

Opus Pvt. Ltd. | June 2022 - July 2023

- Resolved escalated issues efficiently, providing academic and personal support to students.
- Analyzed data trends for process improvement and coached team members to enhance skills.
- Implemented mediation and negotiation tactics to aid in conflict resolution

EDUCATION

Post Graduate Diploma in User Experience Design

St. Lawrence College | Sept 2023 - Present

B.Sc. in Media Science | Apr 2018 - June 2021