

Priyanka Karpas
Store Manager/ Social Media Executive/
Customer Service Representative

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Experience Summary

- 3 ½ years of experience as a Store Manager & Customer Service Representative.
- 5 year experience as a Cashier.
- Manage customer sales & technical support call.
- Help customers with their billing, shipping & generic queries.
- Help customer in navigating ecommerce site & place orders.
- Good with Computers & Microsoft Office.

Relevant Experiences

Company : Dierbergs
2460 Taylor Rd, Wildwood, MO 63040. (8/20/2018 to 7/25/2019)

Role : Cashier

Responsibility :

- Open & close cash register.
- Operating POS Cash register & Handling 90 transactions on average daily
- Ensuring quality customer service at all times.
- Balance cash drawer at end of shift.

Company : Rayna Jewelry Boutique
15246 Manchester Rd, Ballwin MO 63011. (10/01/2014 to 1/31/2018)

Role : Store Manager

Responsibility :

- Meeting sales target.
- Managing customer database and customer service calls.
- Help customer with their technical, sales, billing, shipping and generic queries over phone calls, ecommerce site and different social media platforms.
- Updating product inventory and ecommerce site content.
- Managing various social media platforms on a regular basis.

Company : Neuronimbus
1008-1009, Vishwadeep Tower, District Center, Janak Puri, New Delhi, India.
(6/01/2011 to 3/31/2013)

Role : Social Media Associate

Responsibility :

- Engaging Content creation within Social Media space
- Online Reputation Management
- Monthly analysis on Engagement Activities
- User Experience Design and Testing.

Educational Background

Title of the Degree with Branch	College/University	Year of Passing
MBA in HR & Advertising	EMPI business school	2012
Bachelor in Biotechnology	W.B.U.T	2008