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# ADITYA REDDY SATHI

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## PROFESSIONAL SUMMARY

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Results-driven Retail Assistant with experience in customer service, food handling, stock management, and POS operations. Expertise in cash handling, merchandising, inventory control, and health & safety compliance. Proficient with EPOS systems, online orders, and assisting with customer inquiries.

Passionate about delivering exceptional customer service, engaging with customers, and driving sales. Strong multitasking ability, ensuring efficient restocking, waste management, and quality control. Holds Level 2/3 Food Safety Certificate and knowledge of HACCP, food hygiene, allergen awareness, and safety protocols. Ready to contribute expertise to a dynamic retail team.

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## WORK HISTORY

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**Retail assistant, 12/2023 - 01/2025**

**Holland & Barrett - London**

- Maintained clean shop floor, promoting a welcoming environment.
- Assisted in stock replenishment to maintain store appearance.
- Delivered excellent customer service by answering queries and providing product information.
- Handled cash register operations efficiently, minimizing queue lengths at checkouts.
- Provided excellent customer service by assisting shoppers with product selection, handling inquiries, and processing transactions efficiently.
- Monitored stock levels, restocked shelves, and maintained product displays to ensure a visually appealing and well-organized store.
- Managed customer orders, while processing payments through POS systems accurately.
- Efficiently handled multiple responsibilities, such as assisting with, packaging, and customer service, in a dynamic retail setting.
- Worked effectively with colleagues to maintain smooth store operations, assisting in daily tasks and ensuring excellent customer experiences.

**Retail assistant, 04/2022 - 05/2023**

**DMart - Hyderabad**

- Supported team members for improved operational efficiency.
- Maintained knowledge of products and features to provide recommendations to customers.
- Conducted stock checks, faced-up shelves and recorded out-of-stock items to fulfil customer demand.
- Engaged with customers to promote special offers, loyalty programs, and seasonal discounts, contributing to increased sales.
- Quickly resolved customer concerns, managed unexpected challenges, and adapted to new bakery processes and systems.
- Delivered exceptional customer service, assisting customers with product inquiries, recommendations, and purchases.

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## SKILLS

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- Positive attitude
- Customer Service
- Food Hygiene & Safety (Level 2/3 Food Safety Certified)
- Stock Management & Merchandising
- Point of Sale (POS) & Order Processing
- Order Fulfillment & Accuracy
- Teamwork & Communication
- Attention to Detail & Cleanliness

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## EDUCATION

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**Bachelor of Science:** Computer Science  
**University of Greenwich** - London

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## REFERENCES

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References available upon request.