

**AAMAN LALAWALA**6060 South Street, Halifax, NS — 902-579-3295 — amaanism7866@gmail.com

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**Availability**

Available full-time; can work any day, anytime, including weekends and holidays.

**Core Skills**

- **Customer Engagement & Communication:** Delivered friendly, solutions-based service across in-person and online channels.
- **Sales & Point-of-Sale Operations:** Operated POS systems efficiently and applied upselling strategies to support sales goals.
- **Problem Solving & Conflict Resolution:** Resolved customer issues quickly and professionally to ensure satisfaction.
- **Inventory & Store Operations:** Managed stock rotation and maintained clean, organized, and secure product displays.
- **Technical Competence:** Used Microsoft Office, Google Workspace, and CRM tools to support daily business tasks.
- **Multilingual Communication:** Communicated clearly with diverse clients in English, Hindi, and Gujarati.

**Professional Experience****Cashier / Store Associate — TJ Grocery, Halifax***Apr 2024 – Nov 2024*

- Processed over 100 customer transactions per shift with a <1% error rate, ensuring fast and accurate checkout service.
- Monitored and restocked inventory twice daily, helping reduce product shortages by 20% and maintaining clean, organized displays.
- Assisted 60+ customers daily in locating products, increasing sales by offering tailored recommendations and upselling alternatives.

**Customer Support Agent — Motilal Oswal (Remote)***Oct 2023 – Apr 2024*

- Resolved over 75 client inquiries per day via chat and email, achieving a 95% satisfaction rating and reducing resolution time by 30%.
- Maintained accurate CRM records and collaborated with internal teams to resolve escalated issues and enhance customer retention.

**Sales Associate — Royal Furniture, Vadodara***Jun 2023 – Oct 2023*

- Generated over ₹100,000 in monthly sales by assisting customers with product recommendations and financing options.
- Maintained 100% accurate product labeling and performed weekly stock audits to support efficient showroom operations.
- Coordinated 40+ product deliveries and conducted post-sale follow-ups, increasing repeat business by 15%.

**Grocery Clerk — Atlantic Superstore, Halifax***Dec 2022 – Mar 2023*

- Restocked shelves, managed expiration checks, and ensured display compliance with company standards.
- Assisted customers in finding products and offered recommendations during peak hours.
- Supported seasonal inventory turnover and coordinated with the back-room team.

**Sustainability Assistant — Dalhousie University***Sep 2022 – Nov 2022*

- Conducted energy audits in 10+ university labs and proposed energy-saving recommendations.
- Worked with the Office of Sustainability to promote green practices across departments.

**Waiter — Pakhtoons Restaurant, Vadodara***May 2022 – Aug 2022*

- Managed 10+ tables during peak hours and processed an average of 80 orders per shift with high accuracy and speed.
- Consistently received positive customer feedback and contributed to a 4.5+ star rating on Google Reviews.

**Education**

**Bachelor of Science in Computer Science**, Dalhousie University, Halifax

*Expected Graduation: June 2026*