

AMISHA RASTOGI

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Skills

Professional Summary

Dedicated Customer Service professional with a strong background in both technical and customer-facing roles. Skilled in multitasking, problem-solving, and fostering professional relationships to enhance customer satisfaction and drive business success. Committed to maintaining high standards of service delivery.

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- Customer Service: Skilled in building strong relationships to ensure satisfaction and repeat business.
 - Teamwork & Leadership: Collaborates effectively in team settings, with proven leadership abilities.
 - Adaptability&Multitasking: Thrives in dynamic environments, efficiently managing multiple tasks.
 - Time Management: Prioritizes and completes tasks within deadlines.
 - Technology Proficiency: Experienced with POS systems, scanners, and retail technology.
 - Productivity Tools: Proficient in Microsoft Office and Google Suite.
 - Data & SEO: Skilled in SQL and optimizing search engine performance.
 - Communication: Excellent verbal and written skills for engaging with clients and teams.

Experience

Sales Assistant – Primark, Fosse Park

November 2024 – January 2025 (Part-time, United Kingdom)

- Delivered exceptional customer service by actively greeting and engaging with customers on the sales floor and service areas, ensuring a positive shopping experience.
- Efficiently processed, stocked, and replenished garments on the sales floor and in the stockroom, maintaining a well-organized and visually appealing environment.
- Managed merchandise receiving, unpacking, labelling with security tags, and restocking in line with efficiency timeline goals.
- Handled transactions at the tills, including cash, card payments, various types of gift cards, refunds, exchanges, and Click and Collect services, ensuring accuracy and adherence to best practices.
- Recognized as “Wow of the Week” and ranked in the top 5 colleagues for promoting and selling reusable bags, contributing to Primark’s sustainability initiatives.

Warehouse Operative - iForce, Corby

March 2024 - June 2024 (Part-time, United Kingdom)

- Efficiently picked, sorted, and packaged a variety of products, ensuring accuracy and meeting daily targets.
- Maintained a high level of productivity in a fast-paced warehouse environment while adhering to safety and quality standards.
- Collaborated with team members to fulfill orders and ensure timely dispatch, contributing to smooth warehouse operations.
- Inspected products for quality and accuracy before packaging, ensuring customer satisfaction with delivered items.
- Operated warehouse equipment, such as scanners and conveyors, to efficiently process and organize inventory.

President - Sankalp NGO

March 2019 - June 2020 (India)

- Led a team counseling 100+ individuals and families on social issues such as Female Foeticide, Child Marriage, and Mental Health.
- Promoted Gender Equality and Feminism through social media campaigns and on-ground initiatives.

Education

Master of Science in Advanced Computer Science

University of Leicester, United Kingdom | *January 2024 - May 2025*

Bachelor of Technology in Computer Science

Bharati Vidyapeeth, India | *July 2017 - September 2021*

Extra Curricular

- Proficient in cash handling, maintaining inventory, and ensuring a well-organized sales floor.
- Organized awareness drives, social media campaigns, and on-ground initiatives to promote gender equality and mental health.
- Flexibility in adapting to new tasks and challenges, ensuring a positive and proactive approach.