

Anjal Katwal

44 Tansley Ave. | 4379718098 | ishantkatwal123@gmail.com |

Profile

Experienced Sale Associate with a strong track record of success in managing product inventory, setting up display, and analyzing sales data to maximize store performance. Skilled in customer service and able to assist customers with product selection and provide a positive shopping experience.

Experience

SALES ASSOCIATE | SHELL | SEPTEMBER 2022 - MAY 2023

8301 Sheppard Ave E, Scarborough, ON M1B 2Y7

- Verified prices and calculated totals using scanners and point of sale (POS) system.
- Processed cash register transaction, inputted product costs, and gave back change.
- Provided feedback to store management on products, shortages, and damages.
- Assisted customers with location items, answered questions, and provided directions.

JR. EXECUTIVE (CONTACT CENTER ASSOCIATE) | KANTIPUR MANAGEMENT PVT. LTD. | MAY 2022 - AUGUST 2022

Lagankhel-19, Lalitpur 44700, Nepal

- Handled customer inquiries and complaints via phone, email, or chat.
- Answered client's questions and presented product value propositions to promote purchases.
- Entered and updated customer data to create and modify account information.
- Guided and processed customer orders during high-volume periods.

Education

POST SECONDARY DIPLOMA IN COMPUTER SCIENCE | PRESENT | CENTENNIAL COLLEGE, SCARBOROUGH, ON, CANADA

SKILLS & ABILITIES

- | | |
|------------------------|---------------------|
| • Product Knowledge | • Organizing |
| • Customer Service | • Analytical Skills |
| • Attention to Details | • Time Management |

Professional Development

Customer Service Training – Completer 14 days course at Kantipur Management where I got insight about Customer Service.

Availability

Sunday – Available whole day.

Monday – Available after 9pm.

Tuesday – Available after 7pm.

Wednesday- Available whole day.

Thursday – Available whole day.

Friday – Available after 5pm.

Saturday – Available whole day.