CHARMI PATEL

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# OBJECTIVE

# Motivated and adaptable individual seeking a position in a retail store, where I can leverage my customer service skills, problem-solving abilities, and passion for working in a team environment. Eager to contribute positively to daily operations while enhancing my interpersonal and organizational skills.

# SKILLS

* Customer Service
* Cash Handling & POS System
* Retail sales & Merchandising
* Problem-Solving
* Time Management
* Team collobration & Leadership
* IT & Technical Skills
* Effective Communication

**EXPERIENCE**

**Sales Associate, Mar 2023 – Jul 2024**

**Big Bazaar, Ahmedabad, India**

* Assisted customers with product inquiries, locating items, and offering personalized shopping suggestions.
* Managed and replenished stock across grocery, clothing, and household sections, ensuring product availability.
* Supported promotional events, helped set up displays, and provided information about offers to customers.
* Collaborated with team members to ensure store cleanliness and assisted in inventory audits to maintain product count accuracy.
* Provided post-purchase customer service, including processing returns and exchanges, ensuring customer satisfaction.

## Team Leader Aug 2022 – Feb 2023

## Demart, Ahmedabad, India

* Provided excellent customer service by assisting customers with inquiries,locating products, and ensuring a pleasant shopping experience.
* Supported promotional activities by setting up displays, informing customers about special offers, and helping with event execution.
* Worked effectively in a fast-paced environment, ensuring timely completion of tasks and contributing to a cohesive team environment.

# EDUCATION

Postgraduate Diploma in Software Engineering Technician  **2024 – 2025**

Centennial College, Scarborough, ON

Bachelor of Engineering in Information Technology  **2018 – 2022**

SAL College of Engineering, Ahmedabad, India

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