

Dhrupalkumar Patel

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OBJECTIVE

Natural leader with proven record of exceeding sales targets and driving customer service excellence. Skilled in training and mentoring new associates on methods and techniques to build customer retention and boost loyalty. Passionate about helping customers and delivering exceptional experiences with every interaction.

ACADEMIC

- **SSC**
ENGLISH TEACHING SCHOOL, NADIAD
MAY 2016 TO MARCH 2017
- **HSC**
UNIQUE SCHOOL OF SCIENCE, NADIAD
JUNE 2017 TO APRIL 2019
- **PRE-HEALTH SCIENCE PROGRAM**
CAMBRIAN COLLEGE, SUDBURY
SEPTEMBER 2021 TO APRIL 2022

WORK EXPERIENCE

KWIK WAY, COPPER CLIFF (SUDBURY) (SEPTEMBER 2021 TO TILL NOW)

- Stock-Refilling, Rotating, Keeping Track of inventory to ensure that each and every item is fully stocked.
- Operates inventory and all point of sales functions.
- Processed customer purchase efficiently, followed standardized procedures.
- Accurately verifies merchandise quantities, descriptions and prices when processing customer purchases.
- Balances cash and is aware of amount of cash on hand.
- Maintained merchandise around the cash area and ensured that retail basics are executed efficiently.
- Handled multiple customers in an effective and efficient manner.
- Deals with challenging situations and conflict resolution in a professional manner.
- Answer questions about merchandise and maintain current knowledge of all promotions.
- Built Special sales display and maintained existing shelves.
- Cleaned register area frequently, removed debris from shelves, and notified maintenance of any Equipment or spillage issues.
- Doing cash pickups and perform all other duties assigned by the manager or the supervisor.

SKILLS

- Time Management
- Sales Goals Attainment
- POS System Operation
- Stocking and Receiving
- Cash Handling
- Customer Needs Assessments
- Product Recommendation

LANGUAGE KNOWN

- **English**

- [Speaking- Fluent
- [Reading- Fluent
- [Writing- Fluent

- **Hindi**

- [Speaking- Fluent
- [Reading- Fluent
- [Writing- Fluent

Valid CPR certificate
Valid Ontario Security License

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