

# ASHWIN TIWARI

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## PROFESSIONAL SUMMARY

Motivated Sales Associate with 5 years of experience boosting sales and customer loyalty through individualized service. Resourceful expert at learning customer needs, directing to desirable merchandise and upselling to meet sales quotas. Committed to strengthening customer experiences with positivity and professionalism when answering requests and processing sales.

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## WORK HISTORY

**Retail Sales Associate, May 2018 to Current**

**H&M - New Delhi, India**

- Effectively upsold products by introducing accessories and other add-ons, adding ₹3000 to average monthly sales.
- Generated brand awareness and positive product impressions to increase sales 22%.
- Used consultative sales approach to understand customer needs and recommend relevant offerings.

**Barista, January 2017 to March 2018**

**Starbucks - New Delhi, India**

- Created over 60 drinks per hour with consistently positive customer satisfaction scores.
  - Learned every menu preparation and numerous off-label drinks to meet all customer needs.
  - Upsold baked goods and extra shots with beverages, increasing store sales ₹3800 per month.
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## EDUCATION

**Diploma, Financial Accounting, June 2016**

**Oxford Software Institute & Oxford School of English - New Delhi, India**

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## CONTACT

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## SKILLS

- Dependable and Responsible
  - Clerical Support
  - Teambuilding
  - Written Communication
  - Problem-Solving
  - Critical Thinking
  - Decision Making
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