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JIYA GARG

INTERNATIONAL STUDENT | SIMON FRASER UNIVERSITY, BURNABY, BC

OBJECTIVE

To polish my skills and gain expertise in customer engagement and dealing with irate situations.

I am a goal-oriented motivated student with formal knowledge gained through excellent classroom performance. I hold excellent communication skills and organizational abilities. With a bent of a creativity, I have accomplished educational objectives with best grades and have volunteered my spare time for creative start up. I am looking for a position where I can showcase and polish my customer engagement skills in retail and sales, by interacting directly with customers.

KEY SKILLS

- *Multitasker and soft skills
- *Interpersonal communication
- *Teamwork and collaboration
- *Organization and time management
- *Quick learner
- *Problem-solving



ADDRESS

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(604)-773-8720



EMAIL

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EXPERIENCE

Steve Madden (Guildford Mall) -Cashier/Sales Associate

06/2022-Current

- Helped customers complete purchases, locate items.
- Stocked, tagged and displayed merchandise as required.
- Greeted customers entering store and responded promptly to customer needs.
- Addressed customer needs and made product recommendations to increase sales.
- Collected and authorized payments of guests.
- Worked closely with shift manager to solve problems and handle customer concerns.
- Maintained secure cash drawers, promptly resolving discrepancies in daily totals.
- Operated cash register for cash, check and credit card transactions with excellent accuracy levels.
- Replenished sales floor merchandise and organized shelves, racks and bins for optimal appearance.
- Reviewed new promotions and monitored price changes.

Hudson's Bay (Downtown, Vancouver) -Sales Associate

04/2022 -06/2022

- Built and maintained long-term relationships with customers, providing an exceptional shopping experience which includes greeting customers, offering assistance, directing customers to merchandise, sharing product suggestions, additional product information and offering alternative positive opinions.
- Promoted the company's HBC credit and loyalty programs and achieved targets

- Processed all Point of Sale (POS) transactions accurately and efficiently, including opening and closing the till and balancing the float amount.
- Assisted in the preparation and execution of the annual inventory count if required.
- Attended online seminars and training that expanded my knowledge about retail sales.

Jiya Garg - Small Business Co-Owner

Ludhiana, India • 03/2021 - Current

- Handmade crafts and gifts.
- Turned passion to profession.
- Contributed to creative process through original ideas and inspiration.
- Learnt teamwork, management, focus, patience and concentration skills.
- Created customized scrapbooks, hampers, frames, cards to be gifted to loved ones on special occasions.
- Business Page on Instagram: @_aptly.craftly_

Simon Fraser University

Burnaby, BC

Bachelor of Science: Computing Science

Sacred Heart Convent School

Ludhiana, Punjab, India

Senior School Graduate: 12th Grade

