

# Jashanpreet Kaur

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## OBJECTIVE

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A friendly, adaptable, and customer-focused professional with a proven ability to create a welcoming and positive atmosphere for shoppers. Combines experience in customer service, cash handling, and inventory management with a collaborative spirit and a commitment to teamwork. Eager to bring a passion for retail and strong communication skills to the Retail Associate role at TJX Canada, contributing to a supportive and successful store environment.

## SKILLS

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- **Customer Engagement:** Friendly and approachable, skilled in greeting customers, actively listening to their needs, and providing helpful assistance to ensure a positive shopping experience.
- **Communication:** Excellent verbal and written communication abilities, capable of explaining things clearly and addressing concerns with care.
- **Teamwork & Collaboration:** A committed teammate who communicates openly, supports colleagues, and is always ready to lend a hand to achieve shared goals.
- **Adaptability & Time Management:** Highly organized and able to thrive in a busy, ever-changing retail environment by managing time effectively and handling various tasks.
- **Retail Operations:** Proficient in cashier duties, point-of-sale (POS) systems, inventory management, and maintaining clean and inviting store displays.
- **Problem-Solving:** Adept at conflict resolution and finding prompt, effective solutions to customer issues.

## EXPERIENCE

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### Store Associate

Feb 2025 – Apr 2025

*Fruticana*

*Surrey, BC*

- Provided exceptional customer service by greeting shoppers, addressing inquiries effectively, and fostering a welcoming environment.
- Supported cash handling and register operations during peak hours, ensuring accurate and efficient transactions.
- Managed inventory by restocking shelves and maintaining organized, appealing store displays to enhance the customer experience.
- Contributed to a safe and secure shopping environment by actively monitoring the store premises.

### Customer Support Representative

Feb 2025 – Present

*Anywhere Anytime Ltd.*

*Delta, BC*

- Engaged with customers primarily via phone and live chat, answering questions and providing prompt solutions to ensure high satisfaction.
- Recorded detailed interaction notes in a CRM system to accurately track customer concerns and follow-up actions.
- Collaborated with team members to handle scheduling and appointments, ensuring optimal client flow and a smooth customer journey.

### Volunteer - VOLT Program

Jan 2025 – Present

*Langara College*

*Vancouver, BC*

- Collaborated with a team of student volunteers to plan, promote, and execute on-campus and community events.
- Developed strong interpersonal and organizational skills by assisting with event logistics, setup, and engaging with diverse audiences.

## EDUCATION

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### Langara College

Vancouver, BC

*Associate Degree in Computer Science*

*Jan 2025 - Present*

## REFERENCES

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Mehakpreet Kaur (TJX Employee): +1(604)-729-2830

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