

RIDHAM POKAL

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OBJECTIVE

Looking forward to an opportunity is an atmosphere where I can make a difference, and not just be another payroll figure, with an ambitious pace desire to scale the peaks of professional excellence.

AVAILABILITY

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
-	4:00 pm to till closing	5:00 pm to till closing	Opening to 1:00 pm / 5:00 pm to till closing	12:00 pm to till closing	Full day	Full day

EXPERIENCE

Retail Associate

A One LifeStyle

November 2021 - January 2023

- Delivered exceptional customer service by assisting with product selection, addressing inquiries, and ensuring a positive shopping experience.
- Maintained a clean, organized, and visually appealing sales floor to support sales goals.
- Processed 50+ daily transactions efficiently using cash, credit, and digital payment methods.
- Collaborated with team members to achieve store sales targets and enhance customer satisfaction.

Cashier & Customer Service Representative

D - mart

March 2023 - July 2024

- Processed transactions accurately and handled cash, credit, and refunds efficiently.
- Assisted customers with inquiries, complaints, and product recommendations to enhance satisfaction.
- Maintained a clean, organized checkout and service area.
- Resolved issues professionally, ensuring a positive customer experience and repeat business.

EDUCATION

ICT Solutions for Business

Confederation College

Sept'24 - Present

Bachelors of Computer Application

Bhagwan Mahavir University

2020-2023

SKILLS

- Teamwork
- Organized
- Quick Learner
- Adaptability
- Time Management