

**UNIVERSITY OF CALGARY**

*Bachelor of Arts in Communication & Culture (Multidisciplinary Studies)*

*Specialized in Computer Science, Art & Art History*

*Calgary, Alberta*

*Sept 2017 – Dec 2022*

*Highly-motivated customer service professional with 3+ years of experience in driving sales and customer satisfaction in retail environments across Calgary*

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**PROFESSIONAL EXPERIENCE**

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**Twisted Goods Canada**

*Oct 2023 – Jan 2024*

*Seasonal Sales Associate*

- Provided exceptional customer service by assisting patrons over the phone and in-person, selecting suitable gifts, leading to a 96% satisfaction rate based on collected feedback and surveys.
- Surpassed holiday season sales targets by 15% compared to previous years.
- Managed inventory with precision, conducting daily counts, restocking and receiving shipments to maximize inventory accuracy while being focused on customer service.

**Home Depot Canada**

*Apr 2023 – Aug 2023*

*Seasonal Sales Associate*

- Demonstrated strong commitment to customer satisfaction and sales growth by identifying upsell opportunities and surpassed the previous year sales record for the department by 12%.
- Developed exceptional interpersonal skills and empathetic understanding of customer needs, fostering a safe and welcoming environment for diverse backgrounds, resulting in consistent positive customer feedback.
- Provided support to customers over the phone, inquiring about products, placing orders and resolving issues.

**BuyBuy Baby Canada**

*Oct 2021 – May 2023*

*Receiving Specialist*

- Successfully located, packed and shipped online orders for customers, with a fulfillment rate of 96%.
- Demonstrated and improved organizational skills by maintaining a clean area for receiving daily shipments, organizing RTVs, backstocks and outgoing packages.
- Achieved an 80% success rate in resolving technical issues with applications and devices autonomously, minimizing downtime and ensuring smooth operations.

**Bengali Students' Society (BSS)**

*Jun 2019 – Jun 2020*

*Junior Executive of Events*

- Volunteered to ideate, plan and host cultural events for students at the University of Calgary.
- Worked with the marketing team to create themes, venue layouts, promotional content, and with the finance team placed strategies for increasing sales and reducing expenditure.
- Successfully saved over 20% on ticketing costs and over 40% on food and snacks for events.
- Tripled community outreach through social media and sold out events, which resulted in an increase in sponsor funding and next year's budget.

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**SKILLS**

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MS Office  
G-Suite  
Python  
Adobe Suite

Fast Learner  
Organizational Skills  
Quick Decision-Making  
Team Collaborator

Strategic Planning  
Customer Support  
Active Listening  
Time Management

Adaptability  
Attention To Detail  
Product Knowledge  
Problem Solving