

Monisha Ranjan

STUDENT

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“Be the change that you want to see in the world.”

Education

Lambton College

POST GRAD. CERTIFICATE IN FULL STACK SOFTWARE DEVELOPMENT - **3.608 GPA**

- Placed on Dean's Honour List in all semesters which is given to promising student

Toronto, Canada

Sept. 2023 - Apr. 2025

Indian Institute Of Information Technology

B.TECH IN COMPUTER SCIENCE - **7.75 CGPA**

Guwahati, India

Jul. 2017 - May 2021

Skills

Customer Service

Excellent communication and interpersonal skills, experience in handling customer queries and complaints

Sales

Proven ability to meet and exceed sales targets, upselling and cross-selling products

Experience

Shoppers Stop

RETAIL ASSOCIATE (INTERNSHIP)

- Supported the sales team in achieving daily targets and enhancing customer satisfaction.
- Assisted in visual merchandising and display setup to attract customers.
- Participated in promotional events and sales campaigns to boost store revenue.
- Handled returns and exchanges, ensuring customer satisfaction and retention.

New Delhi, India

Jun. 2018 - Aug. 2018

Reliance Digital

CUSTOMER SERVICE REPRESENTATIVE (PART-TIME)

- Resolved customer complaints and issues, providing timely and effective solutions.
- Conducted product demonstrations and provided technical support for electronic devices.
- Assisted in inventory management and reported stock discrepancies.
- Trained new employees on customer service protocols and store procedures.

Guwahati, India

Jun. 2019 - Dec. 2019

Big Bazaar

SALES ASSOCIATE (PART-TIME)

- Assisted customers with product inquiries and purchases, ensuring a positive shopping experience.
- Managed cash register, handled transactions, and provided accurate billing.
- Restocked shelves and maintained store cleanliness and organization.
- Achieved sales targets and contributed to the store's overall performance.

Guwahati, India

Jan. 2020 - Jul. 2021

Desi Supermarket

RETAIL SALES ASSOCIATE (PART-TIME)

- Assisted customers in locating products and provided information about store promotions.
- Operated cash registers, processed payments, and handled customer inquiries.
- Maintained store cleanliness and organized product displays to enhance the shopping experience.
- Collaborated with team members to meet daily sales targets and improve customer satisfaction.

Brampton, Canada

Sept. 2023 - Dec. 2023

Spicy Indian Restaurant

CUSTOMER SERVICE REPRESENTATIVE (PART-TIME)

- Greeted and seated customers, providing menus and answering initial questions.
- Handled customer orders, ensuring accuracy and timely delivery of food and beverages.
- Resolved customer complaints and issues to ensure a positive dining experience.
- Assisted in daily inventory checks and restocking of supplies.

Toronto, Canada

Jan. 2024 - Apr. 2024

Maple Cafe

BARISTA (PART-TIME)

- Prepared and served coffee and tea beverages to customers.
- Provided exceptional customer service and handled customer complaints professionally.
- Maintained a clean and organized workspace, adhering to health and safety regulations.
- Assisted with inventory management and restocking of supplies.

Mississauga, Canada

May. 2024 - Present