

Anitha Dasari

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Detail-oriented and customer-focused professional with over two years of experience in customer service within the retail sector. Adept at handling customer inquiries, resolving issues efficiently, and ensuring a positive customer experience. Strong problem-solving abilities, excellent communication skills, and a dedication to providing outstanding service. Eager to contribute to a team-oriented environment and support business goals through exceptional customer interactions and operational efficiency.

HIGHLIGHTS OF QUALIFICATIONS

- **Over 2 years of experience in customer service within the retail sector offering exceptional support to clients and enhancing customer satisfaction**
 - Completed a 16 week **Employment and Labour Market Training** program in Edmonton
 - **Communication:** Strong active listening, clear and professional verbal and written communication skills.
 - **Technology:** Proficient in Microsoft Office Suite (Excel, Word), Web technologies (HTML, CSS, JavaScript), and able to learn new software quickly.
 - **Organization:** Strong organizational skills with the ability to manage multiple tasks efficiently and maintain attention to detail.
 - **Languages:** Fluent in English, with excellent comprehension and speaking abilities.
 - **Availability:** Open availability, including day shifts, night shifts, and weekends.
 - **Safety & Compliance:** Knowledgeable in workplace safety, privacy regulations, and trained in First Aid, Food Safety, and WHMIS.
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CUSTOMER SERVICE SKILLS

- **Adaptability:** Quickly adjusts to new policies, procedures, and technology.
 - **Communication:** Clearly conveys information to customers and colleagues.
 - **Problem Solving:** Skilled in identifying issues and implementing effective solutions.
 - **Patience:** Handles difficult customers professionally, ensuring a positive resolution.
 - **Product Knowledge:** Well-versed in company products/services, providing accurate information to customers.
 - **Time Management:** Efficiently prioritizes tasks to balance urgent customer needs with routine inquiries.
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EMPLOYMENT HISTORY

Cashier

The Grillcraft, Edmonton, AB

July 2024 to Jan 2025

- Greeted customers warmly and took orders accurately, ensuring a positive dining experience.
- Processed payments efficiently using cash registers and POS systems, credit, and debit payments.
- Issued receipts, provided accurate change, and reconciled the cash register at the end of each shift.
- Maintained cleanliness and organization of the cashier station, dining area, and beverage stations.

Cashier

DMart, Rajahmundry, India

Feb 2023 to Jan 2024

- Provided friendly and efficient customer service by answering inquiries and assisting with purchases.
- Accurately processed cash, credit, and debit transactions while maintaining a balanced cash register.
- Handled returns and exchanges in compliance with company policies.
- Maintained a clean, organized, and fully stocked checkout area.

Customer Service Representative

Spencers, Rajahmundry, India

Mar 2021 to Oct 2022

- Delivered excellent customer service, ensuring a welcoming and professional shopping experience.
- Answered customer inquiries regarding store hours, promotions, and product availability.
- Assisted with product selection, upselling, and addressing concerns to enhance customer satisfaction.
- Maintained product knowledge and provided information about ongoing promotions and discounts.

VOLUNTEER WORK

School Volunteer

Bharathi School, India

June 2014 to Apr 2015

- Organized and led group activities that encourage creative thinking and problem-solving among students.
- Provided academic support and mentorship to students in various subjects.
- Fostered a positive and engaging learning environment for a class of 25 students.

EDUCATION and TRAINING

Connections to Employment Program

Solomon College, Edmonton, AB

- Gained essential skills for success in the Canadian Labour Market.
- Trained in using a POS system and accurately handling cash transactions.
- Developed strong customer service skills and strategies for conflict resolution in workplace settings.
- Practiced customer service skills and learned techniques for resolving workplace issues.
- Learned merchandising techniques, including restocking and rotating inventory.
- Understood workplace safety standards and employee responsibilities.

Bachelor of Computer Science

Adikavi Nannaya University, India

Sep 2022

CERTIFICATIONS

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| • Alberta Food Safety Certification | February 2025 |
| • WHMIS | February 2025 |
| • Emergency First Aid & CPR, Level C | February 2025 |
| • Retail Sales & POS Training | Completed |
| • Customer Service Excellence Training | Completed |