

# Anitha Dasari

Castle Downs, Edmonton, AB T5E 1Z6  
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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:** Flexible schedule, available for days, evenings, and weekends.
- **Safety & Compliance:** Knowledgeable in workplace safety, privacy regulations, and trained in First Aid, Food Safety, and WHMIS.

## 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.

## 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.

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## **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.

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## **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

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## **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     |