

Shubharthak Sangharasha

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CAREER OBJECTIVE

A highly motivated and detail-oriented individual currently pursuing a Master's in Artificial Intelligence and Machine Learning at the University of Adelaide, seeking a part-time cashier position. Eager to apply strong numerical skills, excellent customer service experience, and the ability to work efficiently in fast-paced environments

EDUCATION

- | | |
|-----------------------|--------------------------------------------------------------------------------------------------------------|
| 2024 - Present | University of Adelaide
Masters in Artificial Intelligence and Machine Learning |
| 2020 - 2024 | Chandigarh University
B.E. in Computer Science and Engineering (AI/Machine Learning)
CGPA: 8.39 |
| 2019 - 2020 | CBSE Board (NP Co-ed, Lodhi Estate, New Delhi-110002)
12th (Senior Secondary)
Percentage: 81.5% |

WORK EXPERIENCE

- | | |
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| 01/2023 - 04/2023 | Customer Service Associate
Reliance Fresh <ul style="list-style-type: none">• Provided excellent customer service by assisting customers with purchases and resolving any queries or issues• Handled cash and card transactions accurately, ensuring proper cash register balancing at end of shifts• Organized merchandise displays and conducted regular inventory checks to ensure stock availability• Collaborated with team members to maintain a clean and organized store environment, enhancing overall shopping experience for customers |
| 02/2024 - 06/2024 | Retail Assistant / Cashier (Part-time)
Local Mart <ul style="list-style-type: none">• Managed cash transactions, ensuring accurate billing and providing customers with prompt and courteous service• Maintained a clean and organized checkout area, contributing to a positive shopping experience• Experienced with inventory management, restocking shelves, and ensuring product availability• Gained experience in resolving customer inquiries and complaints with a calm and professional demeanour |
| 01/2022 - 04/2022 | Sales Associate
Tech Mahindra <ul style="list-style-type: none">• Assisted customers with product selection, provided recommendations, and processed sales transactions at the checkout counter.• Assisted in visual merchandising, ensuring that product displays were attractive and in line with store standards• Managed inventory levels, conducted stock checks, and ensured merchandise was neatly displayed on the sales floor.• Managed customer returns and exchanges, adhering to store policies and maintaining customer satisfaction. |

SKILLS

- **Professional Skills:** Effective Communication Skills, Customer Service Excellence, Sales Promotion, IT Troubleshooting, Time Management, Multitasking, Fraud Detection, Attention to Detail, Team Collaboration, Numerical Skills, Stress Management, Active Listening, Problem Solving
- **Technical Skills:** Microsoft Office, Computer Proficiency, Inventory Management, Basic Knowledge of Retail Laws and Regulations, Proficiency in Windows/Linux, Cash Register Operation, Basic Accounting Principles, Point of Sale (POS) Systems

PROFESSIONAL DEVELOPMENT

- Cash Handling Training
- Time Management and Productivity Training
- Customer Service Excellence Workshop
- Conflict Resolution and Negotiation Workshop
- Data Protection and Confidentiality Workshop
- Professional Etiquette Seminar
- Retail Sales Techniques
- Workplace Safety

LANGUAGES

- English (Professional Working Proficiency)
- Hindi (Professional Working Proficiency)