

Sushil Laheja

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Summary

A dedicated and enthusiastic individual seeking the Key Holder/Sales position. Eager to leverage a positive attitude, strong work ethic, and a willingness to learn & passion for the retail industry to contribute to the team and deliver exceptional customer service.

Experience

Customer Service Representative/Cashier

Save on Foods, Surrey BC

January 2023 – Present

- Built and nurtured strong customer relationships by providing exceptional service.
- Assisted customers with product inquiries and transactions, ensuring a seamless shopping experience.
- Identified and fulfilled sales opportunities, contributing to store targets.
- Promoted digital self-service options, POS system enhancing customer convenience.
- Trained new employees on customer service protocols and digital tools.

Sales Associate/Key Holder

Jack & Jones, Raipur, India

December 2021- August 2022

- Assisted with opening & closing the store with the appropriate methods and procedures of the store.
- Provided excellent customer service by addressing customer inquiries and resolving issues promptly
- Assisted in sales and promotion of products, contributing to the achievement of sales goals
- Maintained a clean and organized work environment, ensuring a positive customer experience
- Demonstrated strong communication and problem-solving skills in a fast-paced environment.

Education

Bachelors in Business Administration

ITM University – Raipur, India

July 2018 -July 2021

Masters of Business Administration

University Canada West – Vancouver BC

October 2022 - December 2023

Skills

- Proficient in Microsoft Office Suite (Word, Excel, Outlook)
- Strong technical skills with a focus on digital filing systems.
- Excellent communication and interpersonal abilities
- Ability to explain complex concepts in a simple manner
- Success in a target-based performance environment
- Flexibility to work varied schedules
- Proven track record of providing exceptional customer service and building long-standing relationships.
- Consistent in exceeding sales targets and received accolades for customer satisfaction.
- Ability to work effectively within teams to achieve branch targets and enhance customer experience.
- Carrying strong collaborative skills in team settings to improve overall customer satisfaction rates