# HIGHLIGHTS OF QUALIFICATIONS

* 3+ years in retail sector and office settings with customer service focus
* Bilingual: speak English and Russian
* SFU Bachelor of Arts graduate
* Strongly focused on delivering great customer service and building strong relationships with clients
* Highly productive while working in a group and by myself
* Ability to balance numerous assignments while staying highly organized with focus to detail
* Well-developed communicational skills both verbal and written
* Physically capable and fit to perform various energy demanding tasks

# WORK EXPERIENCE

**Grocery Clerk/Cashier, Personal Shopper** July 7, 2021 – October 16, 2021

*Save-on-Foods, Surrey, B.C.*

* Unload the merchandise and stock the shelves
* Ensure tidiness of the aisles
* Address customers’ questions and inquiries
* Help front end department with cashier duties
* Ensure cleanliness and tidiness of the front-end department,
* Sanitize cashier tills and self-checkouts as per store guidelines

**Personal Shopper/Cashier** April 15, 2020 – June 29, 2021

*Save-on-Foods, Whitehorse, Y.T.*

* Addressed customer inquiries over the phone and in person and answered their questions
* Followed carefully store guidelines and procedures for keeping work area clean and tidy
* Regularly sanitized and cleaned up the workspace as per the requirements
* Quickly and effectively picked up groceries for customers
* Processed cash register transactions for customer orders
* Assisted customers in selecting the best merchandise that suits their needs
* Assisted customers with their order pickups
* Helped customers with their inquiries
* Assisted customers with bagging their groceries at checkouts

**Retail Sales Associate** November 9, 2019 – March 9, 2020

*Ashley HomeStore, Whitehorse, Y.T.*

* Interacted with customers to build long lasting relationship with the store
* Assisted clients with product inquiries in person and via the phone
* Helped customers choose best suitable products for their needs
* Completed front desk assignments with speed and efficiency
* Guided customers to make best decisions with their purchases
* Handled cash and calculated total sales at the end of the shift

**Courtesy Clerk/Price Checker** October 2017 – April 2019

*Real Canadian Superstore, Burnaby, B.C.*

* Helped over 150 customers locate the product they need
* Assisted 100+ customers with disabilities complete their shopping experience with speed and joy
* Responded to over 200 different inquiries of customers via the phone and in person about their merchandise inquiries
* Organized inventories; ensured shelves were fully stocked to original location
* Assisted cashiers with researching correct product price input and registration
* Prevented 200+ products’ expiry by returning them back to shelves swiftly and efficiently

**Office Assistant** July 2018 – September 2018

*Peninsula Executive Suites, White Rock, B.C.*

* Edited and completed documents using Microsoft Office programs for clients’ resumes and cover letters
* Ensured timely mail pick up and distribution to clients
* Created and typed electronic copies of legal documents
* Kept track of company’s invoices and bookkeeping
* Organized all relevant documents and records for supervisor
* Restocked office supplies when necessary

**Customer Service Representative/Cashier** **(Seasonal)** September 2016 - January 2017

*Sears Department Store, Surrey,* *B.C.*

* Provided information for customers in person or over the phone regarding product price and availability
* Managed refund, exchange and credit for returned merchandise
* Dealt with complaints and customer concerns and resolved situations
* Handled cash or credit transactions
* Assisted in stocking goods and products and set up fixtures for seasonal display

# EDUCATION HISTORY

**Youth KRU Participant** April 2018 - August 2018

*Alexandra Neighbourhood House, White Rock, B.C.*

* Attended workshops to improve professionalism and employability
* Contributed to a friendly, safe, supportive environment for colleagues
* Provided mentorship and guidance to incoming colleagues

**Bachelor of Arts in Political Science & History** 2013 - 2017

*Simon Fraser University, Burnaby, B.C.*

# VOLUNTEER EXPERIENCE

**Dialogue Circle Volunteer** 2017

*South Vancouver Neighbourhood House, Vancouver, B.C.*

* Clarified unclear concepts for newcomers by paraphrasing and using simple vocabulary
* Ensured cleanliness and order of meeting space through set up and clean up

# REFERENCES

Ashley HomeStore

***Mike Pemberton***

General Manager

Phone: 867-334-4466

Peninsula Executive Suites

***Tamara Johanson***

Manager

Phone: 604-535-9944

Real Canadian Superstore

***Sagar Kukreja***

Store Manager

Phone: 604-439-4473