

GURWINDER SINGH

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PROFESSIONAL SUMMARY

Welcoming Customer Service Cashier adept at greeting customers, counting money, collecting payments and handling customer complaints. Committed to ensuring each customer receives outstanding service by providing friendly and helpful support. Areas of expertise include cash handling and problem solving. Friendly Customer Service Cashier experienced working in diverse retail environments. Successful operating cash registers and performing necessary calculations. Genuine people-person successful mediating various disputes. Versatile Clerk with reputation of balancing productivity and exceptional customer service. Committed to resolving issues and promoting customer loyalty to drive business success. Solid experience in cash handling, bookkeeping and computations.

To seek and maintain full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills.

Reliable employee seeking costumer service position. Offering excellent communication and good judgment.

SKILLS

- Shipping and Receiving
- Microsoft Office Suite Proficiency
- Sales Goals
- Cash Handling
- Guest Services
- Cash Register Operation
- Purchasing
- Product Knowledge
- Customer Complaint Resolution
- Purchase Assistance
- Customer Direction
- Sales
- Product Organization
- Store Merchandising
- Product Restocking
- Visual Displays
- Issuing Receipts
- Quality Management

WORK HISTORY

Customer Service Cashier, 05/2021 to 02/2022

Surjit Singh – Sangrur, Punjab

- Troubleshoot equipment to reduce service calls and downtime.
- Increased customer satisfaction and grew business by maintaining close relationships with customers.
- Built relationships with customers and managed accounts to drive revenue and profit.
- Planned, organized and monitored resources to deliver efficient use of labor, equipment and materials.
- Implemented loading dock process and productivity improvements.
- Oversaw loading and unloading of packages in warehouse.
- Coordinated schedules and reviewed work performance for staff.
- Led improvement initiatives to advance operational efficiencies and increase revenue.
- Created and implemented strategies for improving operational efficiency and accuracy.
- Coordinated merchandising, promoted new products and increased brand awareness.
- Maintained customer satisfaction with quick and professional handling of product returns.
- Resolved customer complaints and maintained clean and tidy checkout area.
- Utilized POS system to handle customer cash and credit card transactions.
- Answered product questions using knowledge of sales and store promotions.
- Arranged and replenished service desk displays and merchandise racks to maintain appearance of store.
- Maintained awareness of surroundings and secured cash to minimize loss potential.
- Counted money in drawers at beginning and end of each shift.
- Used POS system to enter orders, process payments and issue receipts.
- Checked personal identifications during alcohol and tobacco sales.
- Maintained current knowledge of store promotions and highlighted sales to customers.
- Performed cash, card and check transactions to complete customer purchases.
- Demonstrated product features, answered questions and redirected objections to highlight positive aspects.
- Operated cash register to record transactions accurately and efficiently.
- Set up new sales displays each week.

EDUCATION

Science, 04/2020

Akal Degree College - Mastuana Sahib , Sangrur , Punjab

Computer Systems Networking Technician, 05/2022

Canadore College of Applied Arts And Technology - Scarborough, ON

ACCOMPLISHMENTS

- Achieved warm wishes by completing **all tasks** with accuracy and efficiency.
- Used Microsoft Excel to develop inventory tracking spreadsheets.
- Resolved product issue through consumer testing.

CERTIFICATIONS

- Certified about the knowledge of Microsoft applications and basics of computer, computer center - in 2021

ADDITIONAL INFORMATION

I am looking for full or part time job, I can handle many situation and work in hot or cold weather. Moreover, I am also able to lift up to 50Lb. Also, I am friendly with everyone, and extrovert person.