



DIYA AGARWAL

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SUMMARY

Customer-focused Retail Sales professional with solid understanding of retail dynamics, marketing and customer service. Offering 5 years of experience providing quality product recommendations and solutions to meet customer needs and exceed expectations. Demonstrated record of exceeding revenue targets by leveraging communication skills and sales expertise.

SKILLS

- Cash register operation
- POS system operation
- Sales expertise
- Inventory management
- Accurate money handling
- Documentation and recordkeeping

EXPERIENCE

RETAIL SALES ASSOCIATE, 02/2017 - Current

ZARA, New Delhi, India

- Increased monthly sales 10% by effectively upselling and cross-selling products to maximize profitability.
- Prevented store losses by leveraging awareness, attention to detail, and integrity to identify and investigate concerns.
- Processed payments and maintained accurate drawers to meet financial targets.

BARISTA, 03/2015 - 01/2017

Dunkin' Donuts, New Delhi, India

- Upsold seasonal drinks and pastries, boosting average store sales by ₹1500 weekly.
- Managed morning rush of over 300 customers daily with efficient, levelheaded customer service.
- Trained entire staff of 15 baristas in new smoothie program offerings and procedures.

EDUCATION AND TRAINING

Oxford Software Institute & Oxford School of English, New Delhi, India, 2016
Diploma in Financial Accounting

LANGUAGES

Hindi: Native speaker

English:

Proficient

C2

Bengali:

Upper-intermediate

B2