



# SONIA GHOSHBISWAS

Cashier | Customer Service |

## About Me

Dedicated and compassionate cashier with 3 years of experience in a high-volume retail environment. Energetic sales professional known for handling a large number of transactions efficiently. Exceptional customer service skills paired with outstanding communication abilities.



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## Expertise

- Record-Keeping
- Customer Service
- Cash Handling
- Basic Computer Skills
- Retail software
- Product knowledge
- Accuracy
- Time management
- Team work

## Experience

**Cashier & Retail Sales Associate at landmark MAX  
Dubai- UAE  
2020 - 2021**

- Took payments in cash and credit and returned change from cash payments to customers.
- Balanced cash box to ensure all transactions are properly processed and provided excellent customer service.
- Assisted customers with purchase questions, promotion concerns, defects, and returns.
- Attended routine staff briefings to get updates on new products, service offerings and customer service policies to ensure the most educated responses to customer enquiries.
- Developed working knowledge of computerized accounting systems within a fast-paced retail environment.
- Worked with members of different to promptly solve problems and address customer concerns.
- Communicate with senior responsible person for stock maintenance of each products.
- Reshelfed returned items.
- Managed refunds for customers and printed receipts.
- Conversed with customers while cashing them out, asking questions and offering product recommendations.

## Experience

**Retail Sales Associate & Cashier  
Reliance Lifestyle Holdings Limited  
(Hamleys). Kolkata -India (2019 - 2020)**

- Welcomed customers entering store and engaged in friendly and polite conversation.
- Supported customers cashing out and established positive repertoire.
- Offered product recommendations and additional help as needed.

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## Language

- English
- Bengali
- Hindi (basic)

## Achievements

- Achieved a 99% dining guest satisfaction rating or above in each month of employment.
- Recognized for providing exceptional customer service for two consecutive months.

- Memorized loyalty program details and formulated talking points and conversation tactics to be used while assisting customers.
- Promoted grocery store loyalty card and program benefits during every interaction.
- Supported signup process for interested customers.
- Maintained cleanliness in the store premises and ensured that proper sanitation is observed.
- Placed signage outside the store to attract customers during sale and discounts.

## Education

### Rabindrabharati University

M.A. (Bengali Hons) 2017

B.A. (Bengali Hons) from West Bengal State University in 2015.

## Skills Summary

Customer Service	<div><div></div></div>	78 %
Cashier	<div><div></div></div>	81 %
Retail Software	<div><div></div></div>	80%

