

Kiran Dosanjh

Sales advisor

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Languages

English

About

With over 2 years in retail, I've excelled as a sales associate at Debenhams and Duty Free. Flexibly adapting to schedules, I thrive in dynamic environments and increased sales by 70% through deep product knowledge. My customer service skills are tested and proven across high street to luxury brands.

BRANDS WORKED WITH

Blackjack Promotions Heathrow LHR

Debenhams

Duty Free

Virgin

Experience

● Travel Retail Brand Ambassador

Blackjack Promotions Heathrow LHR | Dec 2021 - May 2023

One of the largest providers of promotional staff across UK Airports. Provided me with numerous opportunities to develop my sales and customer service skills. I was given a variety of stimulating and challenging job opportunities by this company. Working with some of the world's most recognisable and luxurious brands.

● Passenger Services Associate

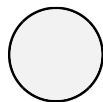
Virgin | Dec 2021 - May 2023

Key Responsibilities Directing passengers to the appropriate locations and assisting with any questions or problems that occurred (Immigration) Assisted with boarding gates (Virgin Atlantic) Guiding passengers to their flights (Virgin Atlantic) Document checks (Virgin Atlantic) Achievements Approached difficult situations and handled passengers in a professional manner regardless of the circumstances Handled high volume of passengers ensuring efficient and accurate responses were given Been complimented by supervisors for working efficiently in a fast paced environment Ensured a sufficient number of Borderforce were present at Immigration by tracking arrival time of passengers Counted the number of wheelchairs required for passengers to arrive at gates safely and in a timely manner

● Luxury Retail Sales Associate

Duty Free | Dec 2021 - May 2023

Working with some of the world's most recognisable and luxurious brands. Achievements Keeping up to date with product knowledge helping my sales increase by 70% Provided excellent customer service by promptly addressing customer inquiries and resolving issues or complaints Stocked and organized make-up counters 15% faster than other sales associates.



● Sales Advisor

Debenhams | Jan 2020 - May 2021

Key responsibilities Delivering exceptional customer service. Assisting customers with any queries Replenishing stock and assisting with deliveries Supporting any supervisors and managers. Achievements Assisted customers in finding the right products for their needs, resulting in high customer satisfaction ratings. Showed initiative to assist team members in handling customers, cash operations, and store maintenance when needed.

Education & Training

● The Heathland School

9 GCSE'S A-C,

- **Kingston College**

Level 3 BTEC National Certificate in Business Pearson BTEC Level 3 National Foundation Diploma in Business,

- **University of West London**

Graphic Design with Foundation Year BA (Hons),