



Ashwini Pandey

Store Assistant

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Languages

English

About

With a robust retail background, I've showcased my customer service expertise and product knowledge at Lovisa. My stint as an Amazon Warehouse Operative enhanced my understanding of inventory control, ensuring smooth shop floor operations. Skilled in handling complaints, returns & exchanges, upselling, and stockroom management, I'm highly adaptable to diverse retail environments.

BRANDS WORKED WITH

- Amazon
- Lovisa
- Sword Security
- Tata Consultancy Services
- WJEC / CBAC

Experience



● FC ASSOCIATE (L1)

Amazon | Jul 2023 - Dec 2023

- Accurately and efficiently pick, pack, and ship customer orders to meet quality and productivity targets.
- This involves selecting products, packaging them securely, and preparing them for shipment.
- Assist in maintaining an organized and efficient warehouse by counting, restocking, and organizing products on shelves.
- Report any inventory discrepancies or issues promptly.



● STEWARD

Sword Security | Jan 2021 - Jun 2023

- Conduct regular patrols of the assigned area to identify and address security risks.
- Respond promptly to alarms, emergencies, and other incidents.
- Maintain detailed and accurate records of security-related activities, incidents, and observations.
- Interact with residents, employees, and visitors in a professional and courteous manner.
- Collaborate with other security personnel to ensure comprehensive security coverage.
- Stay informed about the latest security protocols and technologies.



● OPERATIONS ASSISTANT(TEMPORARY)

WJEC / CBAC | Jan 2005 - Jun 2023

- Handle multifaceted clerical tasks like data entry, filing, records management and billing
- Sorted, organized, and maintained office records accurately.
- Sorted and distributed mail to different departments. Made copies, faxed, and printed important documents.



● RETAIL ASSISTANT

Lovisa | Jan 2006 - Feb 2023

- Provide excellent customer service to all store visitors.
- Stay informed about the latest jewellery trends and product offerings.
- Participate in merchandise stocking, replenishment, and display maintenance.
- Process customer transactions accurately using the point-of-sale (POS) system. Handle cash, credit cards, and other payment methods securely
- Participate in opening and closing procedures as required.



● ASSISTANT SYSTEMS ENGINEER

Tata Consultancy Services | Apr 2019 - Dec 2022

- Web Development Expertise
- Software Testing and Quality Assurance
- Data Analysis and Insights

- Documentation and Reporting
- Team Collaboration and Support

Education & Training

- 2023 - 2024 ● **Cardiff Metropolitan University Cardiff**
MBA (BUSINESS ANALYTICS) - PURSUING,
- 2019 - 2021 ● **University of Mumbai**
M.SC. (INFORMATION TECHNOLOGY),