



# Pavandeeep Chahil

Sales Associate

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## Languages

- English (Native)
- Gujarati (Work Proficiency)
- Japanese (Basic)

## About

With four years of retail experience at Selfridges and JD Sports, I excel in customer service, sales, and stock management. My adaptability and problem-solving skills ensure exceptional shopping experiences in dynamic environments.

### BRANDS WORKED WITH

- JD Sports
- Offspring Sneaker Boutique
- Selfridges

## Experience



### ● Sales Associate

Selfridges | Mar 2021 - Mar 2023

As a Sales Associate at Offspring, located within Selfridges, I had the opportunity to work in a renowned sneaker store known for its highly sought-after merchandise. This role allowed me to refine my sales skills and provide excellent service to a high-end market. Although my primary role was as a Sales Associate, I frequently took on additional responsibilities, including stockroom management, personal shopping, and various managerial duties. This multifaceted experience enabled me to develop a comprehensive skill set in high-end retail.

What i took from the experience:

- Provided exceptional customer service, ensuring personalised and memorable shopping experiences
- Acquired extensive product knowledge of high-end sneaker brands, trends, and exclusive releases
- Enhanced sales skills, consistently exceeding weekly sales targets of £12,000 by 50%-75%
- Executed visual merchandising tasks, including handling new stock arrivals and remodelling displays
- Managed restocking and reorganisation of merchandise to maintain optimal store layout
- Delivered luxury retail experiences, catering to VIP and high-profile customers
- Learned and executed complex security systems to safeguard high-value merchandise
- Took on managerial duties due to staff shortages and senior team member status, including organising team breaks, opening the store, and handling exclusive merchandise arrivals



### ● Sales assistant

JD Sports | Mar 2018 - Mar 2021

JD sports was the first establishment that I was employed at. Working as a sales assistant at JD taught me about the competitiveness and perseverance that is needed to become a successful sales person. Along with normal tasks of ensuring customer satisfaction, JD would also run a competition between the employees, this competition was to see who could sell the most promotional "crep protect" products. When I started off at the company I would never win this competition, however once I began to learn from my successful colleagues and ask for advice on how they sell the product I started to gather a considerable amount of wins under my belt. This gave me my first and most valuable lesson throughout my employment history, which is to learn from other successful people.

- Provided exceptional customer service, ensuring a positive shopping experience
- Demonstrated in-depth knowledge of sportswear, footwear, and accessories to assist customers in making informed purchases
- Participated in promotional events and campaigns to drive store traffic and sales
- Resolved customer complaints and issues promptly, maintaining a high level of customer satisfaction
- Maintained a clean, organised, and safe store environment in compliance with health and safety standards

- Managed stock levels, including receiving, unpacking, and organizing merchandise in the stockroom and on the sales floor

## Education & Training

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2018 - 2020 ● Canons High School

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