

Yash Tandel

Retail Sales Manager

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Languages

English

About

With a solid foundation in retail at Sports Direct, I've mastered customer service, product knowledge, and thriving in fast-paced settings. My leadership role as Floor Manager at Royal Punjab honed my team management skills. Basic English proficiency supports diverse interactions.

BRANDS WORKED WITH

Royal Punjab

Sports Direct

Experience



● Retail sales Associate

Sports Direct | May 2023 - Dec 2023

- As a retail sales associate at Sports Direct, I provided exceptional customer service by assisting shoppers with product inquiries, fitting, and purchases.
- My role involved maintaining store cleanliness, restocking shelves, and processing transactions efficiently. Through this experience, I honed my communication skills by engaging with diverse customers and addressing their needs promptly.
- I learned the importance of product knowledge, ensuring I could offer informed recommendations and enhance the shopping experience. Additionally, working in a fast-paced retail environment taught me valuable time management skills and the ability to work effectively under pressure.
- Overall, my time at Sports Direct enhanced my customer service, communication, and organizational abilities.

● Floor Manager

Royal Punjab | Jan 2019 - Aug 2021

- As a shift manager at Royal Punjab, I was responsible for overseeing the daily operations during my shifts. My role involved coordinating with the kitchen staff, servers, and other team members to ensure smooth service delivery to customers.
- One of the key aspects of my job was managing the team efficiently, assigning tasks, and ensuring everyone understood their responsibilities. I learned to delegate effectively, matching each team member's strengths with the tasks at hand.
- Furthermore, working in a fast-paced environment like a restaurant helped me develop excellent time management skills. I had to prioritize tasks and make quick decisions to ensure that everything ran smoothly and efficiently.
- Overall, my time as a floor manager at Royal Punjab provided me with invaluable leadership experience, taught me the importance of effective communication and teamwork, and enhanced my ability to adapt to changing circumstances—a skill set that I continue to apply in various aspects of my life.

Education & Training

2023 - 2024

● University of Hertfordshire

Master of Business,

2019 - 2022

● University of Mumbai

Bachelor of Science in Human Resources Management,