

Devanshu Bhardwaj

Sales Assistant

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Languages

Hindi

English

About

With a year's experience in retail, excelling at customer service and upselling at BRAND FACTORY and Fulham FC Stadium, I've mastered service standards, organisation, and visual merchandising. Fluent in basic Hindi and English, adept in dynamic retail environments including premium shopping centres and pop-ups across various product categories.

BRANDS WORKED WITH

- Fulham Football Club Stadium (through Sodexo)
- BRAND FACTORY

Experience

Cashier

Fulham Football Club Stadium (through Sodexo) | Mar 2024 - Now

- Provided exceptional customer service and sales support to fans and visitors at the Fulham FC stadium kiosk.
- Operated cash registers and point-of-sale systems efficiently to process a high volume of transactions during match days and events.
- Maintained a clean, organized, and visually appealing kiosk area to create a welcoming environment for customers.
- Collaborated closely with the Sodexo Live! team to ensure smooth operations and timely delivery of food and beverage orders.
- Demonstrated strong product knowledge to recommend and upsell items, contributing to increased revenue generation.
- Adhered to all health, safety, and hygiene standards to provide a safe and compliant service.



Sales Assistant

BRAND FACTORY | Aug 2022 - Dec 2023

- Greeted customers as they entered the store and offered to assist them with locating items.
- Helped customers to ensure they found what they needed in the store and offered alternatives like online ordering where possible.
- Handled register transactions with accuracy and attention to detail, and upheld store return policy in challenging situations.
- Cleaning and tidying the store, and ensuring stock rotation was carried out for the following day.
- Supported new team member by offering training.
- Welcomed customers to the store and ensured they felt comfortable.
- Established and maintained positive communication with customers throughout their journey in the store.
- Served customers and ensured accuracy as well as supporting the running of events.

Education & Training

2024 - 2024 ● **University of Greenwich**
MSc Big Data and Business Intelligence,,

2019 - 2022 ● **Jagan Institute of Management Studies**
Bachelor of Computer Applications,,

2018 - 2019 ● **Gurusharan Convent school**
Class 12th,,