



# Akshaykumar Dolar

Customer Care Executive

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## Languages

English

Gujarati

Hindi

## About

With over 5 years' retail experience, I've honed my customer service and sales skills at Brand Factory and Reliance Trends. Skilled in product display, upselling techniques, cash handling, and inventory management, I'm fluent in English, Gujarati, and Hindi. My adaptability makes me perfect for diverse retail settings.

### BRANDS WORKED WITH

Brand Factory

RELIANCE TRENDS

## Experience



### ● Sales Assistant

Brand Factory | Apr 2021 - Nov 2023

- Managed and assisted customers in finding products, providing information, and ensuring a positive shopping experience.
- Resolved customer queries and concerns promptly, maintaining a high level of customer satisfaction.
- Contributed to the visual appeal of the store by ensuring proper product displays and arrangement.
- Implemented merchandising strategies to enhance product visibility and promote sales.
- Actively participated in sales initiatives and promotions to meet or exceed sales targets.
- Suggested upselling and cross-selling techniques to boost average transaction value.
- Managed cash transactions accurately, ensuring proper handling and adherence to financial protocols.
- Responsible for the opening and closing of cash registers.

### ● Customer Care Executive

RELIANCE TRENDS | Jul 2018 - Jan 2020

- Monitored inventory levels, conducted regular stock checks, and assisted in stock replenishment.
- Collaborated with the team to ensure accurate record-keeping and participated in periodic inventory audits.
- Interacted with customers to understand their preferences and assisted in product selection.
- Provided product information, addressed inquiries, and ensured a positive shopping experience.