Harpreet Kaur

Retail Sales Associate

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Chandigarh

SKILLS

- Sales targets
- Product demonstration
- Upselling and cross-selling
- POS billing
- EMI and finance offers
- Stock replenishment
- Visual display
- Customer handling

CORE SKILLS

- Communication
- Product knowledge
- Persuasion
- Teamwork
- Positive attitude

CERTIFICATIONS

Retail Sales Associate (Retailers Association's Skill Council of India) · RASCI
May 2024

LANGUAGES

- Punjabi · Native
- Hindi · Fluent
- English · Professional

PERSONAL STATEMENT

Retail sales associate with 2 years of experience in consumer electronics and footwear stores in Chandigarh and Mohali. Consistently above monthly targets through product demos, extended warranty and accessory upselling, and friendly service in Punjabi, Hindi and English.

WORK EXPERIENCE

Sales Associate, Mobiles and Laptops · Digiworld Electronics Pvt Ltd, Chandigarh — Jan 2025 – Present

- Achieved 112% of monthly sales target on average over 18 months, selling about ₹14 lakh of mobiles and laptops a month.
- Attached extended warranty or accessories to 46% of bills against a store average of 30%.
- Explain EMI and exchange offers to customers and complete finance paperwork, cutting average billing time by 5 minutes.
- Support weekly stock counts, display updates and new launch set-ups for the mobile section.

Sales Associate · Stepwell Footwear, Mohali, Punjab — Jun 2024 – Dec 2024

- Assisted 40 to 60 walk-in customers a day with fitting, sizing and style suggestions.
- Kept stockroom and shelves organised and replenished bestsellers before weekend peaks.
- Earned the store's Best Newcomer award for festive season sales in October 2024.

EDUCATION

B.A. in Economics and English · Government College for Girls, Chandigarh — 2021 – 2024
Grade: 67%

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