

# Tejeswar M

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Nationality - Indian | Visa - Visit Visa

**Customer Service & Sales Associate** equipped with extensive experience in retail store sales & management. Acknowledged for ability to communicate with customers and provide exceptional service that ensure client relations & positive feedback. Employs excellent leadership skills and multi-tasking strengths. Demonstrated ability to improve store operations, drive profitable, increase top line sales, reduce costs and loss prevention.

## Education

### Bachelors in Mechanical Engineering

Vasavi College of Engineering  
2014 - India

## Skills

◆ Customer service	● ● ● ● ●	◆ IT & POS systems	● ● ● ● ●
◆ Business & Sales development	● ● ● ● ●	◆ Supply Chain Operations	● ● ● ● ●
◆ Operability & Commitment	● ● ● ● ●	◆ Organizational capacity	● ● ● ● ●
◆ Stock management	● ● ● ● ●	◆ Brand awareness	● ● ● ● ●
◆ Team leadership	● ● ● ● ●	◆ Product knowledge	● ● ● ● ●
◆ In-store logistics	● ● ● ● ●	◆ MS Office Suite	● ● ● ● ●

## Experience

### Customer Service & Retail Sales Associate

**Nov 2020 – Dec 2021**

**Brand Lust**

**Hyderabad, India**

- Greet customers with high standards, assist them in requirements, product locating, purchasing & until point of sale (POS) and achieve highest customer satisfaction.
- Stocked merchandise, clearly labeling items and arranging according to size and color.

- Ensured all stock is laid out and displayed in order to attract customers; assisted window shoppers about brands & quality and convert them to purchaser.
- Explained customers about rewards program and initiate them to join; hand out seasonal coupons for repeat customers.
- Managed store & worked attentively for loss prevention by monitoring shopper behavior.
- Organized inventory, checked for replenishment & pricing updates, scanned items - applied discounts for certain stock and organized cash register.

### **Store Associate**

***Jan 2020 – Nov 2020***

**Vijetha Supermarkets**

**Hyderabad, India**

- Responsible for customer movement in store during difficult times of COVID – 19 by observing safety protocols through screening and providing clean sanitization methods.
- Assisted customers with product & grocery selection and help complete sale at cash counter.
- Maintained store items according to COVID – 19 guidelines by GOI;
- Closely worked with store manager in receiving inventory, free-delivery assistance, labeling, stocking of products etc.
- Checked for out of date stock and replenish for required.
- Monitor refrigerator temperatures and check for maintenance of cooler equipment.

### **Automobile Parts Sales Associate**

***Aug 2018 – Oct 2019***

**JP Auto Zone**

**Hyderabad, India**

- Assisted customers with finding parts of automobile according to requirement.
- Extensive understanding of warehouse maintenance and inventory sorting.
- Processed returned orders & checked for product defects and forwarded return orders to manufacturing plant.
- Helped customers with specific part orders and meet customer satisfaction.
- Coordinated warehouse deliveries for shipping to other distributors.
- Managed delivery loading, unloading, sorting to keep up with schedule.